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Interdisciplinary View into Optimism and Pessimism in Emic Perspective

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Abstract

The tradition of research of optimism and pessimism is very popular nowadays, but the past decades had offered a string of very interesting access into this phenomenon as within separate cultures so on the plan of cross-cultural comparisons. The aim of this research was to establish to which extent the different variables describing the style and lifestyle of students in Bosnia and Herzegovina are connected with the level of optimism / pessimism. In that regard, beside the general information on examinees, the differences regarding sex, evaluation of parental control dimensions and emotionality (family status), the level of empathy, intercultural sensibility, and the resistance and or the inclination to depressive, anxious conditions and stress, had been affirmed. An interdisciplinary approach dominated in this research (connecting the knowledge from pedagogy, psychology, sociology) relevant for the question of optimism/pessimism, as well as emic perspective, a perspective of view from within in research of one culture a combination of both qualitative and quantitative methods. The empiric part of research has covered the sample comprising of 457 examinees, students of the Universities of Zenica and University of Sarajevo with total of 9 faculties covering technical, scientific, social and humanistic sciences. The results had confirmed some of previously obtained both theoretical and empiric thesis on connection of optimism / pessimism with family background, level of empathy, intercultural sensitivity and preference of examinees' lifestyles.

Keywords: level of optimism / pessimism, parental control and emotionality, intercultural sensitivity, lifestyles.

Introduction and theory background

Contemporary researches are rich with the endeavour to establish a connection between pessimism/optimism and personal characteristics of members of a single culture. Comparative examinations of happiness started in 60s of previous century and they are able to be found in World Database of Happiness¹. According to last comparative data, among the happiest nations are Danish, Columbians. Swiss, Austrians, Icelanders etc. The level of happiness within majority of commentaries is often connected with the level of national profit / wealth (Westen, 1999). From this, it could be concluded that the people from wealthier countries are happier, and that subjective and objective feeling of satisfaction are on high correlation level under the impact of factors such as: social justice, low level of corruption, social and economic prosperity etc. However, these correlations should be taken into consideration with reserve for the wealth is an indirect factor only that should be correlated with sequence of other factors. Therefore, numerous differences are conditioned culturally knowing that persons from individualistic cultures connect happiness with the achievement of independence, while in collectivistic cultures the bond with the other members of a group they belong to is much important, as well as a compatibility of life with expectations of important persons (Le Vine, 2003; Kaçitçibaşı, 2007). The research conducted by Veenhoven (2007; after Rijavec et al.,

¹Veenhoven, R. (2017). Happiness in Nations. World Database of Happiness, Erasmus University Rotterdam, The Netherlands. (Assessed on: 9.12.2017.) at: http://worlddatabaseofhappiness.eur.nl/hap_nat/hat_fp.php?mode=1

2008, p.83) has shown that happiness is not merely individual private matter but it depends on numerous social factors, since the happiness of westerners is connected with a sequence of factors depicting the level of social justice achieved, such as: political and economic freedom, obeying the law, human rights, women' rights, low level of corruption and personal freedom. In our researches in the area of Bosnia and Herzegovina (Alić, Cerić and Habibović, 2013, 2015, 2017a, 2017b, 2017c) it was shown as in regard to evaluation of personal life satisfaction a level of empathy, the way of building up of social relations, sensitivity and social distance toward the others (in inter-group and outer-group relations), a family functionality, parental style / dominant behaviour examinees are exposed to, and preference of life styles have significant impact.

Dispositional optimism represents a general expectance as much more good than bad things should occur during the life. The key difference between optimists and pessimists is that the optimists even being faced with challenges and problems do not give up their goals, but they thrive to carry them out effectively facing with unpleasant emotional states. Martin Seligman has conceptualized optimism as explanatory style but not as personal characteristic knowing that explanation relates to that how people explain the causes of things happening in their lives. Preferred life styles significantly impact the level of optimism, but when they face with bad things, according Seligman, the optimists see its causes in external, interim and specific factors, but pessimists see them within internal, permanent and global causes (Rijavec et al., 2008, p.118).

Numerous cross-cultural researches and comparisons of religious groups, optimism and pessimism, locus of control, have confirmed the differences regarding the social cultural context. Since the culture covers numerous factors, people sharing the same systems of values show a tendency of similar behaviour within the same context. The research of religious groups in the United States of America conducted by Sethi and Seligman (1993, after Westen, 1999) showed that the members of religious groups achieve higher scores on optimism scale than examinees who do not declare themselves as religious. In this research, it was found that religious people interpreting a destiny as being God's designation, much easier get along with difficulties and find a solace in everyday situations. The research conducted by Oettingen and Seligman (1990, after Westen, 1999) and which we aimed to compare citizens of Eastern and Western Berlin before the Berlin Wall fall, had offered a series of results useful for understanding of political, social and cultural impacts onto people sharing the same context regarding locus of control and optimism. The researchers had established that citizens of Berlin sharing the same experience till 1945 in a course of time of 45 years being divided into two ideologically confronted blocks, have expressed totally opposed results regarding variables considered. While with the citizens of Berlin it was established an inclination toward external locus of control and pessimistic attitude, the citizens of Western Berlin gained far higher scores on optimism scale and an inclination toward internal locus of control. This way, a significant importance of living within a society of limited freedoms, low economic situation, non-efficient bureaucracy on pessimism and external control was established, contrary to the life in an open society where an individual achievement was awarded and within a society that enabled its citizens a freedom of movement and non-obstructive exchange of ideas. In, presently classic study being conducted in the United States of America by Kluckhorn and Strodtbeck (1961, after Westen, 1999) examinees of five northern American groups have been compared: white men from Texas, Mormons, Hispanic, members of Zuni Indians and Navajo Indians. Numerous differences have been noticed within groups observed, but beside individual characteristics they expressed a belief as a human should not disturb natural harmony pointing out the value of peaceful coexistence between a human and a nature as one of the most important cultural value. Contrary to them, a majority of white Texans like majority of inhabitants of the West had emphasized the necessity of human management of nature. For them, a control is one of the most important value, and the lack of control a possible source of frustration and feeling of helplessness. The life in developed industrial West, market orientation, domination, possession and awarding of individual achievements (in the USA also multi-decade programmes „space conquering“, Moon flights, etc.) usually create a person tending to values system of individualism. In a study by Lee and Seligman (1997, after Westen, 1999) there was a comparison of white students from the USA, students born in The USA but originating from China, and students residing in the USA during their studies only but being born in China. The researchers had established that Chinese students gained somehow higher scores on the scale of pessimism than students from the USA, while white students from the USA attributed their success to personal endeavour, but for eventual failure they contributed it to the others.

These research findings are just a confirmation that the evaluation of optimism/pessimism should be understood on culturally sensitive manner. In individualistic cultures, where the principle of minimizing the pain and sadness rules, but maximizing of pleasures (utilitarianism philosophy), the life goal is to achieve a success leading to happiness by development of personal potentials, self-efficiency, self-enhancement process and self-confidence (Dejvis, 2017). In collectivistic cultures that process is mostly directed to achievement of collective harmony. In this regard, the manners of

teaching individuals to express emotions by cultural patterns: in individualistic cultures negative in intimate, but positive in outer groups while in collectivistic it is vice versa, positive in intimate but negative in outer-group relations (Hofstede, 2001, 2005). The very same conclusions are relevant for the comprehension of the difference between parental control and carefulness: control in individualistic cultures is almost always linked with parental hostility and potential gap being opened in inter-generation perspective, so consequently, it reflects to the level of perception of emotionality of parental behaviour; in collective cultures, the control is regard to be a constituent of parental emotionality and the manner of exposing carefulness in a course of children' upbringing. The comparisons of control perception and carefulness in the USA and Germany on one, and in Japan, Korea and Turkey on the other side, have confirmed that in individualistic cultures from the position of youngsters a control is regarded as lack of love and confidence, while in collectivistic cultures as a constituent of parental expression of carefulness repertory within the process of upbringing (Kağıtçıbaşı, 2007). Why such differences are so implied in regard to a perception and understanding of identical behavioural patterns? The answer could be probably found exclusively in different cultural contexts as a basis for interpretation of behaviour as well as the notion on that what is „normal“, „good“ and „bad“. If within a culture, the ideal of autonomy is promoted, early separations and lower emotional fusions, then parental behaviour will be determined by such strategies and models supporting the achievement of such values. Behavioural models, within the fullness of cultural context, should be understood taking into consideration the beliefs, especially religious ones, that serve as a spring from which all values are created the norms helping to govern and model the young generations. Therefore, the previous findings are the confirmation that evaluation of both optimism/pessimism should be observed in accordance to eco-cultural context and dominant parental ethno-theory¹.

The aim of research

In interpreting the results it was especially interesting to compare data gained by previous researches (Alić, Cerić and Habibović, 2013, 2015, 2017a, 2017b, 2017c) in which, applying similar instruments, we observed different categories of social behaviour of students of elementary and secondary schools, students and young people originating from Bosnia and Herzegovina but living in some European countries and in USA (that is, the all age structures of children of elementary, secondary and higher school level). The aim of this research was to establish to which extent a different variable describing the way and style of living of students from Bosnia and Herzegovina, relate to the level of optimism/pessimism. In this regard, beside the general information about examinees, the differences have been established in respect to sex, evaluation of dimension of parental control and emotionality (family status), level of empathy, intercultural sensitivity, and resistance and/or an inclination to depressive, anxious conditions and stress. In the researches, an interdisciplinary approach predominates (connecting the knowledge from pedagogy, psychology, and sociology) relevant for the questions on optimism/pessimism and emic perspective, a perspective of researching the culture from within of a single culture combined with qualitative and quantitative methods.

Methodological frame of research

The research has elements of both qualitative and quantitative analyses. Non-experimental empiric transversal layout was used based on the interview with individuals, questionnaire using standardized scales of evaluation, analyses of theoretical materials and statistical data processing. The field part of a research had been carried out in the period between February - June 2017.; data entry and its processing from June-September 2017, but the first analyses of processed data in the period of October and November of the current year. The empiric part of the research covered the sample comprising of 457 examinees, students of University of Zenica and University of Sarajevo including total of 9 faculties from technical, scientific, social and humanistic studies. At the University of Zenica, the research was conducted at the following faculties: Mechanical Faculty, Polytechnic Faculty, Faculty of Metallurgy, Faculty of Law, Philosophy Faculty and Medical Faculty, and at the University of Sarajevo: Faculty of Political Sciences and Faculty of Natural Sciences and Mathematics. The access to sex structure shows that the research included 328 female students and 129 male students (Table 1).

Table 1. Structure of sample

University	Faculty	Examinees	%
University of Zenica	Faculty of Philosophy	69	15.1
	Faculty of Mechanical Engineering	38	8.3

¹ For detailed insight into ethnopedagogy in Bosnia and Herzegovina see: Tufekčić, A. (2012). *Osnove etnopedagogije*. Sarajevo: Dobra knjiga i CNS.

University of Sarajevo	Faculty of Law	44	9.6
	Faculty of Polytechnic	57	12.5
	Faculty of Metallurgy and Materials Science	34	7.4
	Faculty of Economics	22	4.8
	Faculty of Medicine– General Medicine	48	10.5
	Faculty of Medicine – Health care	29	6.3
	Faculty of Political Sciences	74	16.2
	Faculty of Natural Sciences and Mathematics	42	9.2
	9 faculties / 10 departments	457	100

The following questionnaires has been used in this research: a questionnaire on general information of examinees, scale of parental perception of family relations (Vulić-Prtorić, 2000) including 25 items by which the examinees evaluate the dimensions of emotionality and control of both mother and father – Alpha Cronbach for emotionality of mother is 0.809, for emotionality of father 0.857, for mother's control 0.766, while for dimension of father's control, Alpha –Cronbach coefficient is 0.76; scale of empathy (Baron-Cohen, 2012) Alpha-Cronbach coefficient in this research is 0,867; Intercultural Sensitivity Scale / containing sub-scales: Interaction Engagement, Respect for Cultural Differences, Interaction Confidence, Interaction Enjoyment, and Interaction Attentiveness (Chen, G.M., & Starosta, W.J., 2000, after to Fritz, Mollenberg & Chen, 2002) - Alpha Cronbach coefficient is 0,833; Scale of optimism / pessimism (Penezić, 2002) – Alpha Cronbach for subscale of optimism is 0,789, for subscale of pessimism 0.806; Questionnaire of life style preference – modified Olport-Vernon-Lindzey scale of values) scale constructed as the fifth-grade scale of Likert type measuring the intensity of ten lifestyles preferences (Luković and Čizmić, 2012); and DASS21 –Alpha Cronbach coefficient in this research for anxiety scale is 0.847, for stress scale 0.839, and for scale od depressiveness 0.863. The Alpha Cronbach values has shown for most questionnaires applied equally high scores as well as in our previous researches (Alić, Cerić and Habibović, 2013, 2015, 2017a, 2017b, 2017c).

Analyses and interpretation of research results

T-test is a statistical test of difference helping with the review whether there is real difference between the occurrences tested. In this research we have used T-test as a kind of appropriate statistical method to establish the differences regarding sex of examinees, but in regard of a sequence of criteria-variables observed: scale of optimism/pessimism, intercultural sensitivity, dimension of both mother and father control, empathy, stress inclination, depression and anxiety. We have established as regarding the sex, there are statistically significant differences in respect to most variables observed: optimism/pessimism, evaluation of parental dimensions, empathy and intercultural sensitivity, and an inclination to anxiety conditions and stress (Table 2).

Table 2. T-test: Differences between criteria variables regarding the sex of examinees

Scales	Sex	N	M	δ	SE M
Scale of optimism	female	323	23.00	4.798	.267
	male	127	21.98	5.483	.487
Scale of pessimism	female	322	21.60	7.156	.399
	male	127	20.82	6.639	.589
Respect for cultural differences	female	327	25.46	3.522	.195
	male	127	23.43	4.514	.401
Dimension of mother's emotionality	female	320	40.94	4.025	.225
	male	125	39.35	4.489	.401
Dimension of mother's control	female	320	14.14	3.179	.178
	male	125	15.22	3.357	.300
Dimension of father's emotionality	female	296	38.84	5.078	.295
	male	116	37.80	5.717	.531
Dimension of father's control	female	294	13.57	3.052	.178
	male	116	15.05	3.650	.339
Empathy	female	324	45.63	9.567	.531
	male	127	39.31	10.517	.933
Anxiety	female	323	6.28	5.103	.284
	male	124	5.02	4.098	.368
Stress	female	324	8.16	5.055	.281

	male	125	7.02	4.299	.385
t-test sex		t	df		p
Scale of optimism		1.940	448		.050
Scale of pessimism		1.062	447		.289
Respect for Cultural Differences		4.541	188.545		.000
Dimension of mother's emotionality		3.614	443		.000
Dimension of mother's control		-3.166	443		.002
Dimension of father's emotionality		1.796	410		.073
Dimension of father's control		-3.867	181.808		.000
Empathy		5.880	212.272		.000
Anxiety		2.709	275.673		.007
Stress		2.410	262.854		.017

A slightly emphasized difference has been noticed regarding female examinees. Having in mind that it has been statistically found significantly higher score at female students at level $p < 0,05$, ($r = 0,50$, $df = 448$) meaning that female students achieve somehow higher scores at the scale of optimism. The difference is visible when we compare both female and male examinees with average score achieved, so it is at female examinees 23.0 with SD 4.798, while at male examinees 21.98, and SD 5.483. Within a sub-scale Respect of cultural differences, a difference at level $p < 0,01$ ($r = 0,000$, $df = 188.545$) has been found, meaning that female students statistically achieve significantly higher scores at this sub-scale.

Differences in evaluation of dimensions of parental behaviour has shown that female students evaluate statistically higher the emotionality of mother at level $p < 0,01$ ($r = 0,000$, $df = 443$), while male examinees higher evaluate mother's control. $p < 0,01$, $r = 0,002$, $df = 443$) and father's control $p < 0,01$ ($r = 0,000$, $df = 181.808$). Obviously, female examinees are more directed to relationship and relational dimension, but males to normative behaviour dimension of both parents. These data can partially depict normative and relational dimension of observed culture. As it was expected, female examinees in statistically significant higher measure achieve scores at empathy scale at level $p < 0,01$ ($r = 0,000$, $df = 212.272$) meaning that female students are significantly empathic that their male colleagues.

However, female examinees are at the same time more inclined to anxiety and stress knowing that there is statistically significant difference regarding stress noticeable at level $p < 0,01$ ($r = 0,017$, $df = 262.854$), and regarding anxiety at level $p < 0,01$ ($r = 0,007$, $df = 275.673$). It is interesting that regarding an inclination to depressive moods there are no differences between the students according to sex.

Abstract from correlative matrix for criteria variables observed

Calculation of correlation of criteria variables observed has been conducted applying Spearman's rho coefficient of correlation taking into consideration that it was needed to establish the range of correlation. Using Spearman's rho correlation coefficient, possible connection between variables are examined: general information about students / which served as basic for branching of the sample), evaluation of dimensions both father and mother, level of empathy, intercultural sensitivity, inclination to anxiety, depressive moods, stress, all in relation to the results achieved on optimism/pessimism scale. In respect to demographic characteristics of students (background, life in urban/rural areas) it is stated as there is no difference regarding optimism/pessimism. Differences are also not noted regarding variables related to family structure – two generation, three generation, complete, incomplete families.

It has shown as optimism is in high correlation with evaluations of parental dimensions, but in negative correlation with control, and vice versa. pessimism in correlation with control, but in negative correlation with emotionality of parents (Table 3.).

Differences are to be easily noticed in evaluations of controlling mother's behaviour where correlation at level $P < 0,01$ was noticed with examinees gaining higher scores on optimism scale ($r = 0.125$; $p = .009$), but the same result was established regarding correlation between father's control and optimism at level $P < 0.05$ ($r = 0.122$; $p = .014$).

On the other side, a positive correlation was established between optimism and examinees who higher evaluate emotionality of mother at level $P < 0,01$ ($r = 0.244$; $p = .000$), and optimism and higher evaluations of father's emotionality at level $P < 0.01$ ($r = 0.189$; $p = .000$).

Table 3. Abstract from the correlation matrix for dimensions of emotionality and parental control, and cultural dimensions

Scale		Scale of optimism	Scale of pessimism
Dimension of mother's emotionality	Spearman's rho	.244 ^{**1}	-.290 ^{**}
	Sig. (2-tailed)	.000	.000
	N	441	440
Dimension of mother's control	Spearman's rho	-.125 ^{**}	.296 ^{**}
	Sig. (2-tailed)	.009	.000
	N	441	440
Dimension of father's emotionality	Spearman's rho	.189 ^{**}	-.236 ^{**}
	Sig. (2-tailed)	.000	.000
	N	408	407
Dimension of father's control	Spearman's rho	-.122 [*]	.259 ^{**}
	Sig. (2-tailed)	.014	.000
	N	406	405

In Table 4, an abstract from correlation matrix for empathy, intercultural sensitivity, optimism/pessimism and observed everyday habits have been presented. It is interesting that a habit of reading books is not in correlation with optimism/pessimism, but it is with the level of empathy at level $p < 0,01$ ($r = 0.211$, $p = .000$), and intercultural sensitivity at level $p < 0,01$ ($r = 0.204$; $p = .000$) from which it is possible to conclude as students who read books on regular basis aside from obligatory study literature, achieve higher scores on the scale of empathy and intercultural sensitivity. Students consuming alcohol are lower empathetic from non-consumers at level $p < 0.01$ ($r = 0.125$; $p = .008$). Simply: a developed habit of reading books influence empathy and intercultural sensitivity but not to optimism or pessimism, while consuming alcohol, within this sample of young people at least, lower the level of empathy.

Table 4. Abstract from correlation matrix for empathy, intercultural sensitivity, optimism/pessimism and criteria of everyday habits observed

Scales		Empathy	Intercultural sensitivity	Scale of optimism	Scale of pessimism
I read books	Spearman's rho	-.211 ^{**2}	-.204 ^{**}	-.086	.067
	Sig. (2-tailed)	.000	.000	.069	.156
	N	451	453	450	449
Daily, periodicals on political topics	Spearman's rho	-.063	-.019	.020	.003

¹ *. Correlation is significant at the 0.05 level (2-tailed).

^{**}. Correlation is significant at the 0.01 level (2-tailed).

² *. Correlation is significant at the 0.05 level (2-tailed).

^{**}. Correlation is significant at the 0.01 level (2-tailed).

	Sig. (2-tailed)	.181	.691	.669	.945
	N	451	453	450	449
I consume alcohol	Spearman's rho	.125**	-.018	.066	-.025
	Sig. (2-tailed)	.008	.701	.165	.602
	N	452	454	451	450

Aside from a high correlation between the levels of empathy and intercultural sensitivity at level $P < 0,01$ ($r = 0,422$; $p = .000$) a connection of these mutually conditioned variables has been noted, with optimism and pessimism (Table 5.). Namely, higher level of empathy is in high correlation with optimism at level $P < 0,01$ ($r = 0,314$, $p = .000$) and it is at the same time a high correlation of intercultural sensitivity with optimism is present at level $P < 0,01$ ($r = 0,381$, $p = .000$). That means, that empathic persons who express higher level of intercultural sensitivity also more optimistic ones.

Table 5. Abstract from correlation matrix for optimism / pessimism, empathy and intercultural sensitivity

Scale		Scale of optimism	Scale of pessimism
Empathy	Spearman's rho	.314**	-.231**
	Sig. (2-tailed)	.000	.000
	N	450	449
Intercultural sensitivity	Spearman's rho	.381**	-.305**
	Sig. (2-tailed)	.000	.000
	N	449	448

This conclusion supports theoretical thesis that more confident and open-minded persons view in more bright way to events and people, and they do believe as they are able within their (really and objectively evaluated limits) influence their surroundings. The next abstract from correlation matrix supports previous results. Namely, in Table 6. are shown the results for optimism/pessimism, depression, anxiety and stress where a high correlation between higher scores on pessimism and inclination to depression, anxiety moods and difficulties to cope with stress are visible.

Table 6. Abstract from correlation matrix for optimism/ pessimism, depression, anxiety and stress

Scale		Scale of optimism	Scale of pessimism
Depression	Spearman's rho	-.272**	.420**
	Sig. (2-tailed)	.000	.000
	N	447	446
Anxiety	Spearman's rho	-.222**	.348**
	Sig. (2-tailed)	.000	.000
	N	445	444
Stress	Spearman's rho	-.153**	.336**
	Sig. (2-tailed)	.001	.000
	N	447	446

Statistically significant correlation between the level of pessimism at level $P < 0,01$ is noticed at examinees achieving higher scores on depression scale ($r = 0,420$; $p = .000$) anxiety ($r = 0,348$; $p = .000$) and stress ($r = 0,336$; $p = .000$). That means as more pessimistic examinees are at the same time those persons that hardly cope with depression, anxiety and stress. Reverse conclusion values for persons inclined to optimism, so these data are a kind of confirmation of some findings from theoretical elaboration and earlier researches (Seligman, 2002; Linley et al. 2004; Rijavec et al., 2008).

Table 7. Results for scale of pessimism per faculties

Faculties	<i>N</i>	<i>Mean</i>	<i>Std. Deviation</i>	<i>Minimum</i>	<i>Maximum</i>
Faculty of Political Sciences	72	24.07	7.362	8	36
Faculty of Polytechnic	57	22.96	7.613	10	40
Faculty of Mechanical Engineering	38	22.47	6.044	8	35
Faculty of Metallurgy and Materials Science	33	21.30	4.440	9	29
Faculty of Law	42	21.07	7.971	8	37
Faculty of Economics	22	21.05	7.061	9	32
Faculty of Medicine – Health care	28	20.86	7.347	11	40
Faculty of Philosophy	68	20.62	6.986	8	38
Faculty of Natural Sciences and Mathematics	42	19.48	5.903	9	32
Faculty of Medicine– General Medicine	48	17.98	6.069	8	33
Total	450	21.36	7.014	8	40

The data analyses have shown that the highest average result on scale of pessimism is achieved by students of Faculty of Political Sciences, but the lowest one goes to students of Medical Faculty in Zenica. These results could be linked to the present work market chances-graduated students of political sciences get their job harder, while students of Medical sciences get it easier and along with degrees in medical field could be verified abroad (presently, a great number of young people are in process of leaving Bosnia and Herzegovina searching for jobs within EU countries).

By single factor analyses of variant, an impact of choosing the study onto pessimism measured by pessimism scale has been researched. Our sample comprised of ten study programmes from nine faculties from Zenica and Sarajevo. Statistically considerable difference was stated at level $p < 0,00$; $F(9,440)$, $p = 0.00$. With the help of Tuky's test we found differences between the following faculties:

Faculty of Medicine Zenica and Faculty of Political Sciences Sarajevo, $p = 0.00$. Mean result on scale of pessimism of the students of Faculty of Political Sciences Sarajevo is 24.07 with standard deviation 7,362

Polytechnic Faculty Zenica and Faculty of Medicine Zenica, $p = 0,009$. Arithmetic mean of the students of Polytechnic faculty is 22,96, with standard deviation of 7,613, while with students of Faculty of Medicine Zenica, the mean result on scale of pessimism is 17,98 and standard deviation of 6.069. This data supports thesis that the students of Polytechnic Faculty are more pessimistic than students of Medicine.

Faculty of Political Sciences Sarajevo and Faculty of Natural Sciences and Mathematics Sarajevo, $P < 0,021$. Students of Faculty of Natural sciences and Mathematics Sarajevo achieve mean score on pessimism scale from 19,48 with standard deviation of 5.903. Based on these data we conclude as the students of Faculty of Political Sciences more pessimistic than the students of Faculty of Natural Sciences and Mathematics.

Results of scale of optimism and differences between faculties presented in Table 8.

Table 8. Results for scale of optimism per faculties

Faculties	<i>N</i>	<i>Mean</i>	<i>Std. Deviation</i>	<i>Minimum</i>	<i>Maximum</i>
Faculty of Law	43	24.14	4.384	15	30
Faculty of Medicine – Health care	28	24.07	3.114	15	30
Faculty of Medicine– General Medicine	48	23.71	4.838	6	29
Faculty of Philosophy	68	23.31	4.804	8	30
Faculty of Natural Sciences and Mathematics	42	22.50	4.671	11	30

Faculty of Economics	22	22.27	5.275	10	30
Faculty of Mechanical Engineering	38	22.18	4.826	12	30
Faculty of Polytechnic	57	22.04	5.261	9	30
Faculty of Metallurgy and Materials Science	33	21.94	5.601	9	30
Faculty of Political Sciences	72	21.57	5.718	6	30
Total	451	22.72	5.011	6	30

Using single factor analyses of variation, it is stressed the impact of choosing the study onto optimism measured by optimism scale. The sample covered ten study programmes from nine faculties in Zenica and Sarajevo. Statistically significant difference has not been noticed: $F(9,441) = 1.648$, $p=0,099$. From the table we can see that the highest scores are achieved by students of Faculty of Law Zenica, but the lowest one goes to the students of the Faculty of political sciences (but the difference is just slight one). From the previous results, it could be concluded as the highest scores on pessimism scale are achieved by students of Faculty of Political sciences Sarajevo, but the highest ones on scale of optimism is achieved by students of Medical Faculty Zenica.

Previous results have led us to necessity of establishing the eventual correlation between preferred life styles of students and optimism/pessimism displayed (Table 9.).

Table 9. An abstract from correlation matrix for dimensions of emotionality and parental control and cultural dimensions

Scales		Scale of optimism	Scale of pessimism
Egoistic orientation	Spearman's rho	.092	.015
	Sig. (2-tailed)	.052	.753
	N	443	442
Prometheus activism	Spearman's rho	.083	.052
	Sig. (2-tailed)	.082	.271
	N	443	442
Hedonistic orientation	Spearman's rho	.116* ¹	.003
	Sig. (2-tailed)	.014	.944
	N	443	442
Religious-traditional style	Spearman's rho	.130**	.073
	Sig. (2-tailed)	.006	.123
	N	443	442
Orientation to power	Spearman's rho	-.005	.087
	Sig. (2-tailed)	.910	.069
	N	443	442
Family-sentimental style	Spearman's rho	.178**	-.002
	Sig. (2-tailed)	.000	.974
	N	443	442
Altruistic orientation	Spearman's rho	.081	.000
	Sig. (2-tailed)	.090	.985
	N	443	442
Cognitive style	Spearman's rho	.139**	-.066
	Sig. (2-tailed)	.003	.166
	N	443	442
Utilitarian style	Spearman's rho	.097*	.008
	Sig. (2-tailed)	.041	.871
	N	443	442
Orientation to popularity	Spearman's rho	-.127**	.133**

¹ *. Correlation is significant at the 0.05 level (2-tailed).

** . Correlation is significant at the 0.01 level (2-tailed).

Sig. (2-tailed)	.007	.005
N	443	442

Statistically significant correlation between the level of optimism at level $P < 0,01$ is noticed at examinees preferring religious-traditional style ($r=0,130$; $p=.006$), family-sentimental style ($r=0,178$) and cognitive style ($r=0,139$; $p=.003$).

Statistically significant correlation between the level of optimism at level $P < 0,05$ is noticed at examinees preferring hedonistic orientation ($r=0,116$; $p=.0,14$) and utilitarian style ($r=0,097$; $p=.041$).

Statistically significant but negative correlation between the level of optimism at level $P < 0,01$ is noticed at examinees preferring orientation of popularity ($r=0,127$; $p=.007$).

These data also support a sequence of theoretical findings on correlation of optimism with living the religious-traditional, family-sentimental, cognitive, utilitarian styles and hedonistic orientation (Seligman, 2002, Rijavec, et al. 2008).

Statistically significant correlation between the level of pessimism at level $P < 0,01$ is noticed at examinees preferring the orientation of popularity ($r=0,133$, $p=.005$) that could be contributed to present negative status of examinees, for the desire for higher level of presence and visibility on social networks and the world surrounding someone in general, can point to low level of self-esteem and self-confidence.

Conclusive reflection

The tradition of measuring of optimism and pessimism is very popular nowadays, but previous decade offered a sequence of very interesting views into this phenomenon as within separate cultures through emic, so as on the field of cross-cultural researches through ethic perspective. In our research conducted on a sample comprising of 457 students of University Zenica and Sarajevo, it emerged as optimism correlates with higher level of empathy, intercultural sensitivity, along with preference to the following life styles: religious-traditional, family-sentimental, cognitive style, hedonistic orientation and utilitarian style. Statistically significant correlation between the level of pessimism is noticed with examinees preferring orientation to popularity that can be related to present and enormously big influence of social networks where popularity varies from minute to other and is connected to likes of other persons, a number of posts seen etc. Namely, it seems to be conditioned by situation. Consequently, such bonds to other people can lead to lower down the level of self-esteem and self-confidence and lower emotional stability. For the higher level of optimism variables of evaluation of father and mother have shown as important ones. Favourable emotional climate within family is very strong factor of shaping up mature and stable personality, and such persons possess a potential for building up the next emotionally literate generations. In B&H society the importance of family is nourished, and connection is confirmed by these findings. It is interesting that at the very brink of statistical importance female examinees display somehow higher results on the scale of optimism than male examinees. Higher level of pessimism is also noticed with examinees achieving higher scores on depression scale, anxiety and stress, meaning that more pessimistic examinees are at the same time those persons who hardly cope / or have difficulties regarding depression, anxiety and stress. Reverse conclusion values for persons who incline to optimism so, these data are also a kind of confirmation of some findings from theoretical elaboration and previous researches. It seems as these findings suggest a necessity of introduction of programmes in learning some social and emotional competence, but up-to-present researches and evaluation of numerous programmes show that these skills could be learned. Single factor variant analyses have served for research of influence of choosing study onto optimism/pessimism measured by optimism/pessimism scale. Based on this part of research it was confirmed that the highest scores on pessimism scale has been displayed by students of Faculty of Political Sciences Sarajevo, but the highest scores on optimism scale belong to students of Medical Faculty Zenica. The emphasized pessimism of the students of Faculty of Political Sciences and the lowest one with the students of Medical Faculty, could be connected to present work-market chances-graduated students of Political Sciences hardly get a job, while students of medical sciences get it easily having an opportunity it to be verified in some other countries/presently, a great number of young people are in process of leaving B&H seeking the job in any of UE country. Perception of a better future is strong predictor for development of optimism, happiness and easier way to cope with stress, depression and anxiety.

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Use of PBL as a teaching innovation methodology in University Nursing Studies in Spain

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Abstract

Health Sciences have undergone a great transformation. University degrees such as Nursing, in its adaptation to the Bologna Plan, have seen how their studies went from a purely mechanistic conception (Haidar Torres, 2015), as surgeon assistants, to the establishment of a university superior Degree where the students must develop and acquire a series of competencies and knowledge that are considered necessary for their future development as professionals.

Keywords: PBL, nursing, Higher Education, Skills

Introduction

We can't talk about Problem Based Learning (hereinafter PBL) as an innovative educational tool without first referring to the process which transformed the Education methodology throughout Europe, the Bologna Plan (Education, 19 June 1999).

Bologna Plan' passing date was the exact moment when important changes were introduced in all University/College studies. The studies were given a new focus encompassing a better quality, mobility and versatility, therefore, it also meant the reviewing of all prior University Plans that were previously in force.

Due to the Bologna Plan, the prior applicable Credit System was replaced for the European Credit Transfer and Accumulation System, hereinafter ECTS, being the latter, a *system focused in the students (...)* as it is adapted to their goals and needs (MEC, 2003), moreover, standardising all European Credit Systems.

This new focus, generated a series of relevant methodological changes over faculties, as the professors' role needed to be adjusted to this new educational concepts, becoming a supportive roleplay throughout the teaching process, operating as a tutor and guide in order to orientate the students through their learning.

What is more, this learning and knowledge to be acquired *is part of the educational activities where in-person lessons are one of the necessary elements to achieve a series of skills* (Credit Transfer and Accumulation, 2002).

The approach to the labour market is established as one of the Bologna Plan's principles, being this principle crucial within the Health Science Field.

The ageing of the population, the development of new technologies within the field and the new demands of consumers with a broader access to information, have made the approach to the labour market in Faculties, crucial.

Even a document made by the UNESCO Chair (Education, 2006) establishes the need of new innovative educational methodologies to narrow the breach between the professional reality and the existent training itinerary, especially in the Health Science Field.

By means of this goal, self-learning and the acquisition of new skills and aptitudes is essential, which means that the amassing of theoretical knowledge becomes the background of this new methodological tools.

Moreover, those abovementioned skills encompass knowledge, attitudes, and moral values which will allow the students to overcome all academic and professional hindrances (Ariño, 2010).

PBL has been revealed as a methodological tool capable of perfectly adjusting itself to all new learning and teaching schemes, (Alcolea-Cosin et al. 2012).

The most relevant elements of PBL (Branda, 2004) are the student learning goals, the cases (directly taken from clinical practice) and an evaluation system in tune with the learning tools.

PBL looks forward to achieving a certain goal predefined and set in a practical case. Students work in small teams, orientated by a tutor that guides them. The group reads, interprets, analyses and thinks up the necessary information to solve the problem and reach the goal. Therefore, the students must be able to use rational strategies to identify concrete concepts, not just in the case in question but in similar situations.

With the PBL usage, universities want students to obtain the necessary skills to integrate all historical field limited knowledge in the form of courses, resulting in an integral and interrelated learning.

Spanish literature already includes some works regarding the experience of using PBL with College students, especially in the Health Science Field (Armenta Hernández, Salinas Urbina, and Mortera Gutiérrez 2013) and nursing (Alcolea-Cosin et al. 2012).

The main difference between our research proposal and the Spanish literature lies within the use of PBL in nursing Degrees as a pedagogical tool able to act as a link among the different courses. That means the development of transversal and specific skills.

What is more, in this case in particular, introducing the PBL method in all first-year courses of the Nursing Degree will allow students to visualise their future patients as a whole, thus promoting a breach of the traditional subjects/courses academic seal (which, to be said have a narrower approach to the Healthcare world).

This reality has triggered the start of this study, and the goal of which being the integration of the PBL methods with the support of the students, determining the satisfaction level of the whole university community with this pedagogical tool.

Methodology:

The courses, which were selected to impart in an integrated manner and within the PBL methodology, were: Human Anatomy and Histology, Biochemistry and Nutrition, Physiology and Pathophysiology and Research and Evidence-Based Nursing. All of them were compulsory courses in relation to the Nursing degree 1st year and semester with 6 ECTS each.

In all of them, a continuous evaluation was carried out, and the PBL results represented a 20% of the total mark of each student in each course.

The methodological scheme used for the introduction of the PBL was divided into five stages:

PHASE I: Discussion Groups (ABP methodology), where it is decided: Selection of subjects. Introduction to PBL, (Exhibition). Training workshop, (tutors)

PHASE II: Discussion Groups (tutors, experts), where it is decided: Experts and case generation. Evaluation, types: self-evaluation, peer evaluation, tutor evaluation, satisfaction

PHASE III: Start-up and development of the PBL, where it is carried out: Assessment tutor, peer, self-evaluation. Student satisfaction Interaction of students, forum and virtual classroom

PHASE IV: Evaluation of knowledge generated by the January call.

PHASE V: Evaluation of long-term knowledge, generated by the July call.

Prior to the start of this stages, all faculties were offered to participate in the PBL initiative, therefore, the project began with those who wanted to support it.

Once the practical case was elaborated considering the content of the subject (Schedule I), we proceeded to implant the figure of the expert as an integrating element and joint point between the daily professional practice and the learning context. Together, the expert and the professor become the main pillar for the development and implementation of the PBL.

Therefore, the professional knowledge of the expert and the theoretical knowledge of the lecturer, jointly, are the key to success regarding the PBL implementation (Wosinski et al. 2018)

Straightaway, students received an introductory class and were offered information about the characteristics and main aspects of the PBL methodology.

The PBL was developed and carried out during three two hours sessions that took place weekly. The students were divided into groups which performed the reading, analysis and treatment of the case presented to them since this method comprehends a social, participative, and dynamic process that favours and impulses the achievement of the goals (Castro-Peraza et al., 2016).

At last, the students' satisfaction with the applied PBL methodology, was evaluated by means of an anonymous survey concerning 20 questions to be punctuated from 0 to 10 according to the grade of the agreement, being 10 de maximum scale (fully agreement).

What is more, the survey included an option for the students to express their own opinion regarding their PBL experience. The reliability, accuracy and trustworthiness of the survey were tested with Cronbach's alfa (0,815), and it was created by the professors with the participation and support of an experts group.

Results

The response rate was 89.8% (n = 60). 86.4% were women and 13.6% were men. The average age was 21.6 (sd 3.39). No student had had previous experience in PBL. There were students from other degrees (29. 5%). The 20.5% were combining work and studies.

A 72.7% of the students believed the experience of PBL to be very positive. The 90.9% would recommend repeating the experience in the following years.

When the students were asked to evaluate the different learning methods that had been used throughout the different degree courses, they considered the PBL methodology to be the best, and therefore it was well rated, however, on the other hand, the master class was the lowest rated methodology.

Regarding the last question, which asked the students to evaluate their experience in their own words, they mostly stated the following:

"I have learned a lot, I liked the used work dynamics"

"I liked the experience"

"It allows us to put our knowledge in common"

"It motivates us to move forward"

"It allows us to realize the great amount of knowledge we have"

"This type of motivation throughout the sessions is fundamental for our progress"

The PBL' methodology global rate reached an 8.84 score (sd 0.8). The self-assessment of the students reached a 7.86 score (sd 0.93). The evaluation between the tutor and the students scored an 8.93 (sd 0.96) and the method was considered as a crucial way to improve the student-teacher relationship by an 8.7 (sd 1.3).

Conclusions

The obtained results prove that the PBL experience turned out to be highly positive, as it meant, according to the students, the improving of their skills and knowledge, moreover being these results equal to similar experiences that had been already carried out by other authors (Zúñiga Arbalti et al. 2017; González et al. 2014; González-Hernando et al. 2013).

In our Faculty, the use of a hybrid methodology encompassing PBL and master sessions has had good results. Even in previous researchers (De Castro et al. 2013; Kang et al. 2015) the PBL method reached good results and meant the student's improvement in problems resolution and self-oriented learning.

Notwithstanding, there are a few drawbacks in relation to the PBL methodology that needs to be pointed out, as it is our duty as professors. Given that PBL consists basically in a collaborative methodology, its possibilities of success is linked to several factors, such as the following: It needs a fully available tutor (Wosinski et al., 2018). It must comprehend small groups of students. An important economic and workload is needed since it is necessary to increase the number of teachers due to the above-mentioned bullet.

In consequence, these factors must be considered when adopting this methodology, albeit no literature has been found in this regard. Moreover, we believe that more research is necessary to find solutions to the increase of costs.

The current University System is based on watertight courses, which greatly affects in a negative way the core of the PBL purpose, and constitutes an obstacle for students to obtain transversal skills.

To sum up, it is necessary that the whole community tries to question the effectivity of traditional methodology and cognizes that there is a global need for collaborative learning.

In conclusion, despite the remarked hindrances, it is crucial to consider PBL methodology as a way to improve our educational system quality within the European Higher Education Area. An idea that has been already supported by other international and national authors (Blanco-Sanchez 2005, Guerra-Martín 2009).

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Professions Susceptible to Automation; A Study on Automotive Sector Employees

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Abstract

The future of jobs has been a popular issue in the industry 4.0 process and digitization. Many of today's profession groups are at risk with automation in the digitalization process and most will be replaced to computer-based software and robots. By this concept, with Industry 4.0, we come up with whether the jobs are susceptible or non-susceptible to automation. According to researchers, jobs, where more routine and labor-intensive work is done, are categorized as group of jobs prone to automation, on the other hand jobs requiring human skills in which intellectual skills are used intensively, especially those that cannot be done through machines yet are categorized as group of jobs non-susceptible to automation. A recent Forrester Report predicts that by 2021, 6% of jobs in the US will be automated. In another study, it is predicted that 47% of the professions in the US will be unmanned during the automation process. By this study, a review of the literature on the susceptibility of the various professions to automation will be made and self-assessment of the automotive sector managers in Izmir and the surrounding areas regarding their future professions will be studied through a descriptive study.

Keywords: Industry 4.0, Self-Assessment, Automotive Sector

Introduction

Future of the professions has become a current issue by the process of Industry 4.0. Despite the fact that Industry 4.0 has started to shape job's future, industry 4.0 will provide new opportunities for current positions according to some people for those who defend that everything would be better and there will be more need to people; the contrary, it is objected by some of those who are dystopian and defend that everything would be worse. Both opinions show that there would be an absolute change in anyhow and both sides come together on this idea.

Many positions in the banks became unnecessary by the existing of Automatic Teller Machine (hereinafter ATM). Thus, many working bank tellers have been unemployed due to fact that ATM's had taken their place. Logically, after that unemployment, we must have seen fewer workers in the banks. Conversely, after ATM's have been invented results show that the number of the tellers and the other employees became increased instead of drop. Furthermore, people need for the banks gradually increased after ATM's have been placed, this led many other job positions. These facts, revealed in a recent book by Boston University economist James Bessen, raise an intriguing question: what are all those tellers doing, and why hasn't automation eliminated their employment by now? If you think about it, many of the great inventions of the last 200 years were designed to replace human labor. Tractors were developed to substitute mechanical power for human physical toil. Assembly lines were engineered to replace inconsistent human handiwork with machine perfection. Computers were programmed to swap out error-prone, inconsistent human calculation with digital perfection. These inventions have worked. We no longer dig ditches by hand, pound tools out of wrought iron or do bookkeeping using actual

books. And yet, the fraction of US adults employed in the labor market is higher now in 2016 than it was 125 years ago, in 1890, and it's risen in just about every decade in the intervening 125 years.

David Autor, on a stage talk on TEDx, has explained this growth in business with O-Ring and Never Get Enough principles. O-Ring principle defines the types of work we do, Never Get Enough principle determines how many jobs there actually are. Most of the work that we do requires a multiplicity of skills, and brains and brawn, technical expertise and intuitive mastery, perspiration, and inspiration in the words of Thomas Edison and that bring us to the second principle: never get enough. In 1900, 40 percent of all US employment was on farms. Today, it's less than two percent. He questions that why there are so few farmers today. It's not because we're eating less. A century of productivity growth in farming means that now, a couple of million farmers can feed a nation of 320 million. This grand progress means there are only so many O-ring jobs left in farming. It can be clearly seen as technology can eliminate jobs however farming is only one example. According to David Autor, it's unwise to say there's nothing to worry about. This can be understood incorrectly. If the US had not invested in its schools and in its skills a century ago with the high school movement, we would be a less prosperous, a less mobile and probably a lot less happy society. But it's equally unwise to say that our fates are sealed. That's not decided by the machines. It's not even decided by the market. It's decided by us and by our institutions (Autor, 2017).

In the light of all this information, we can see that it necessary to define how the organizations assess themselves and take place to deal with the phase in Industry 4.0 process. Therefore, it is of great importance that to be understood the process-oriented self-assessment of organizations.

Literature Review

Concerns about the impact on the workplace of the industry 4.0 process are not new. If the concerns are justified, the seats of the constructions working in this area will be discharged by transferring many business fields to the computers in the next few years. The emergence of evidence that computers in the last few years have replaced a large number of jobs, especially accountants, cashiers and telephone operators, has rekindled this debate (Schwab, 2017). By Industry 4.0, robotic systems will take place by means of machines can communicate with each other in factories. Here in after, all the organizational structures and the way of working for companies will be fundamentally changed according to Schwab. It is debated that whether all the process steps and work style would change from marketing to sale department, production to place and rest departments. There will be new concepts that get into our daily life such as; robotics, autonomous transportation, artificial intelligence, learning machines, advanced materials, biotechnology and genome science. While some professions would be gone, there will be new positions that we never heard of, and some profession will be only updated to the future's conditions. Farther, human recourses departments will be affected by those changes that evolve into the new human-machine oriented process.

Technologies grow so fast that innovations which have been approved by the companies would take place the old fashion machines in rapidly by new technologies arrives into the business. Those new machines and systems are connected to the internet (IoT: Internet of Things) by inner wireless connection plugs so that they can talk to each other and manage the process in dark factories. It can also be seen in our high-tech design houses with new applications through interior machines such as; automatic curtains, lights, bed, coffee machines... etc. In these houses, the owner can control and secure the whole house facilities with a smart-phone application.

The velocity that is one of the most important factors of Industry 4.0, is a key factor of increasing concerns in this regard. Depth and extensy can be sorted as the other factors, which brought us to see there are many radical changes occurs and all the systems re-structured from head to toe. From this point, it is possible to say that this powerful force can put all the professions' process forward and re-organize them in differentiated dimensions. However, it is still not clear to see that how further this can go and in what amount of time.

To handle this, first of all, It shall be studied that how deterioration and automation of technology can substitute labor with capital and how taking workers to be unemployed and/or to force them to use their skills on other positions emerges a devastating effect. Secondly, this destructive effect is accompanied by a developer effect; the demand for new products and services that are increasing and bringing new professions, jobs, and even sectors.

Thus, two different results can be handled within this period; there is one side who believes to the happy end and the other side who believes that this will create massive technological unemployment. A qualitative change in current labor is vital

and labor requirement will continue increasingly for those who defend the happy-end scenario. Those who advocate reverse argue that this change is not possible within this "speed" and that many lives will negatively affect this issue.

In other respects, each technologic development brings a new opportunity while abolishing some of the industrial branches as it can be seen through the historical process. Therefore, human resources could be appraisable for another available position when it is not essential on the current position. For example, thousands of labors who had been working in the agricultural industry have now replaced with machines. At the beginning of the 19th century, agricultural workers in the US were about 90 percent of the total workforce, but today is about 2 percent (Schwab, 2017). Yet, the necessity of labor in different places, especially in the service industry, has caused these people to migrate from their villages to the cities and to exist in different branches of business. Therefore, techno-optimists argue that in the future, the automation process will replace the business lines that are available today with unique positions.

Many different working categories, especially those requiring mechanical repetition and precision hand labor, have already been involved in automation. A recent Forrester Report predicts that by 2021, 6% of jobs in the US will be automated. In another study, it is predicted that 47% of the professions in the US will be unmanned during the automation process. As technological developments tolerate, many of today's professions will eventually become partial or completely liable to automation such as analysts, doctors, journalists, accountants, insurers, and librarians ... etc. The current situation shows that: As it seems through the Oxford Martin Technology and Employment Program predicts, today only 0.52 percent of the American labor force is working in sectors that did not exist at the beginning of the century. However, this ratio was about 8 percent in the 1980s and 4.5 percent in the 1990s. A new report from the US Bureau of Economic Census in which sheds on an interesting relationship between technology and employment reinforces it even more. The report indicates that productivity of innovations on informatics' systems and other disruptive technologies has increased by replacing existing workers rather than creating new products that will need more labor-time (Christensen, Raynor, & McDonald, 2015).

Two researchers from the Oxford Martin School, Economist Carl Benedict Frey and Machine Learning Specialist Michael Osborne digitized the potential impact of technological innovation on employment by sorting 702 different jobs into the probability of being liable to automation, the least sensitive to automation risk, and the most sensitive to risk. As can be seen in the table, the most and least susceptible occupations are listed in automation.

Table 1. The Least and the Most Susceptible Professions to Automation

The Most Susceptible to Automation	
Possibility	Jobs
0,99	Telemarketers
0,99	Tax Consultants
0,98	Insurance Expert
0,98	Referee and Other Sport Workers
0,98	Law Reporter
0,97	Waiters at Cafe and Restaurants
0,97	Estate Agent
0,97	Farm Workers Middlemen
0,96	Secretary, Managerial Assistants
0,94	Deliverer
The Least Susceptible to Automation	
Possibility	Jobs
0,0031	Mental Health and Substance Addiction Social Workers
0,0040	Choreographers
0,0042	Doctors and Surgeons
0,0043	Phycologists
0,0055	Human Resource Managers
0,0065	Computer System Analysts
0,0077	Anthropologists and Archeologists
0,0100	Marine Engineers and Naval Architects
0,0130	Sales Managers
0,0150	General Managers

Source: Klaus Schwab, (2017). *Dorduncu Sanayi Devrimi (The 4th Industrial Revolution)*, Optimist, Istanbul. P:48

On the other hand, it is claimed that some new professions will come out. According to the Industry 4.0 Platform in Turkey some professions that will be needed in the coming years are as follows (Eger, 2017):

- Industrial Data Science
- Data Security Expertise
- Robot Coordination
- Network Development Engineering
- IT / IOT Solution Architecture
- 3-D Printer Engineering
- Industrial Computer Engineering / Programming
- Industrial User Interface Designer
- Cloud Computing Expertise
- Wearable Technology Designers

The other issue is that automation will not be completed overnight, and key factors will in hence the pace and extent of its adoption. Five factors affecting pace and extent of adoption (McKinsey Global Institute, 2017) are as follows:

Technical Feasibility Technology has to be invented, integrated, and adapted into solutions for specific case use,

Cost of Developing and Deploying Solutions Hardware and software costs,

Labor Market Dynamics The supply, demand, and costs of human labor affect which activities will be automated,

Economic Benefits Include higher throughput and increased quality, alongside labor cost savings,

Regulatory and Social Acceptance Even when automation makes business sense, adoption can take time.

First is technical feasibility, since the technology has to be invented, integrated and adapted into solutions that automate specific activities. Second is the cost of developing and deploying solutions, which affects the business case for adoption. Third are labor market dynamics, including the supply, demand, and costs of human labor as an alternative to automation. Fourth are economic benefits, which could include higher throughput and increased quality, as well as labor cost savings. Finally, regulatory and social acceptance can affect the rate of adoption even when deployment makes business sense. Taking all of these factors into account, we estimate it will take decades for automation's effect on current work activities to play out fully. While the effects of automation might be slow at a macro level within entire sectors or economies, they could be quite fast at a micro level, for an individual worker whose activities are automated, or a company whose industry is disrupted by competitors using automation (McKinsey Global Institute, 2017).

Another study by McKinsey Global Institute "What the future of work will mean for jobs, skills, and wages" is focusing on five questions shown below. The results reveal a rich mosaic of potential shifts in occupations in the years ahead, with important implications for workforce skills and wages. Our key finding is that while there may be enough work to maintain full employment to 2030 under most scenarios, the transitions will be very challenging matching or even exceeding the scale of shifts out of agriculture and manufacturing we have seen in the past (Manyika, et al, 2017).

What impact will automation have on work?

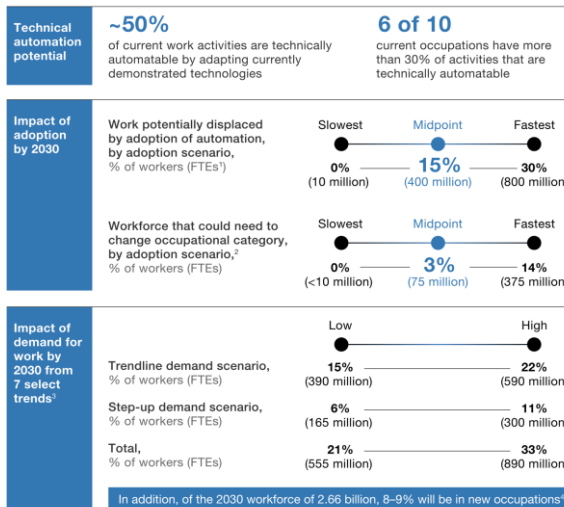
What are possible scenarios for employment growth?

Will there be enough work in the future?

What will automation mean for skills and wages?

How do we manage the upcoming workforce transitions?

Fig 1. Automation Will Have a Far-Reaching Impact on The Global Workforce



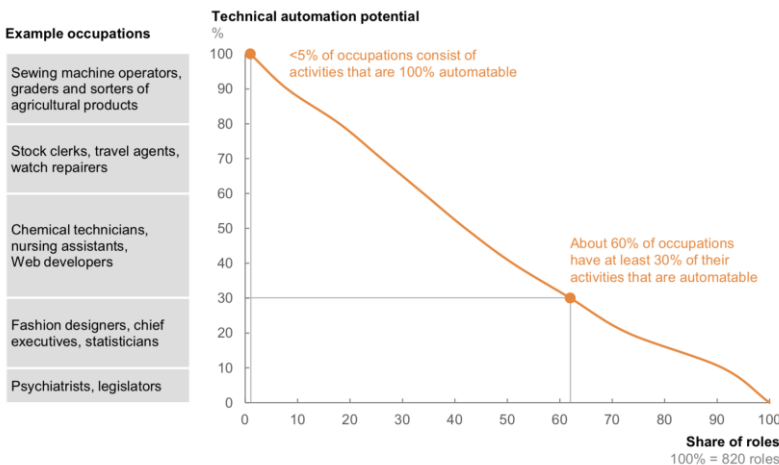
¹ Full-time equivalents.
² In trendline labor-demand scenario.
³ Rising incomes; healthcare from aging; investment in technology, infrastructure, and buildings; energy transitions; and marketization of unpaid work. Not exhaustive.
⁴ See Jeffrey Lin, "Technological adaptation, cities, and new work," *Review of Economics and Statistics*, Volume 93, Number 2, May 2011.

Source: McKinsey Global Institute Analysis

From a different perspective on the same subject; it is necessary to take a look at positions at this time. In the future, examine the most likely jobs that computers will take and the positions that are expected to depend on labor for a longer period of time:

Fig 2. Automation Potential Based on Demonstrated Technology of Occupation Titles in US

Automation potential based on demonstrated technology of occupation titles in the United States (cumulative)¹



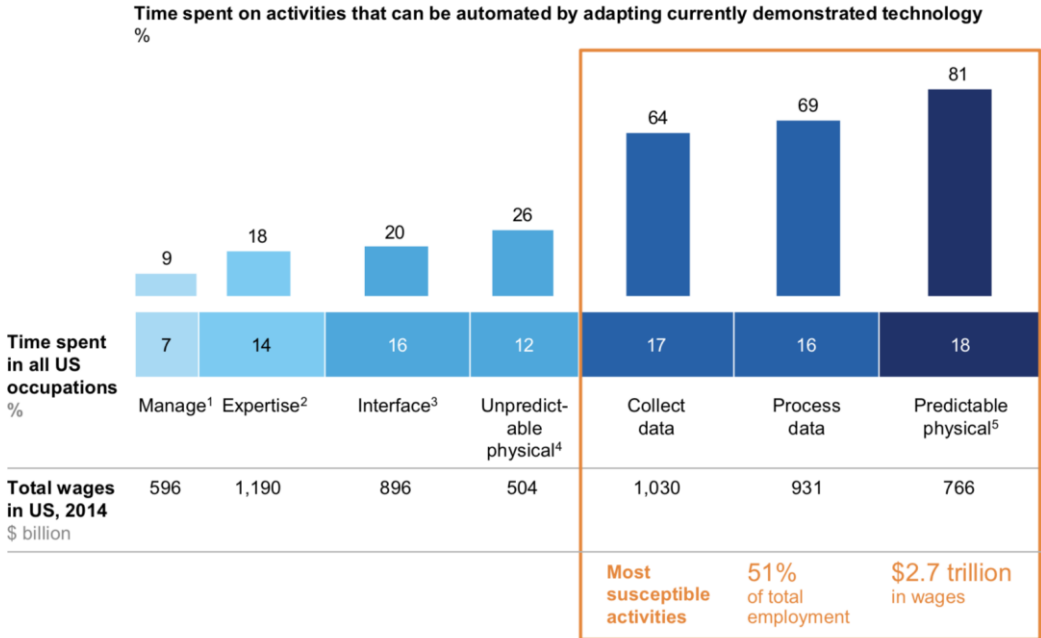
¹ We define automation potential according to the work activities that can be automated by adapting currently demonstrated technology.

SOURCE: US Bureau of Labor Statistics; McKinsey Global Institute analysis

Source: McKinsey Global Institute Analysis

Fig 3. Three Categories of Work Activities Have Significantly Higher Technical Automation Potential

Three categories of work activities have significantly higher technical automation potential



- 1 Managing and developing people.
 - 2 Applying expertise to decision making, planning, and creative tasks.
 - 3 Interfacing with stakeholders.
 - 4 Performing physical activities and operating machinery in unpredictable environments.
 - 5 Performing physical activities and operating machinery in predictable environments.
- NOTE: Numbers may not sum due to rounding.

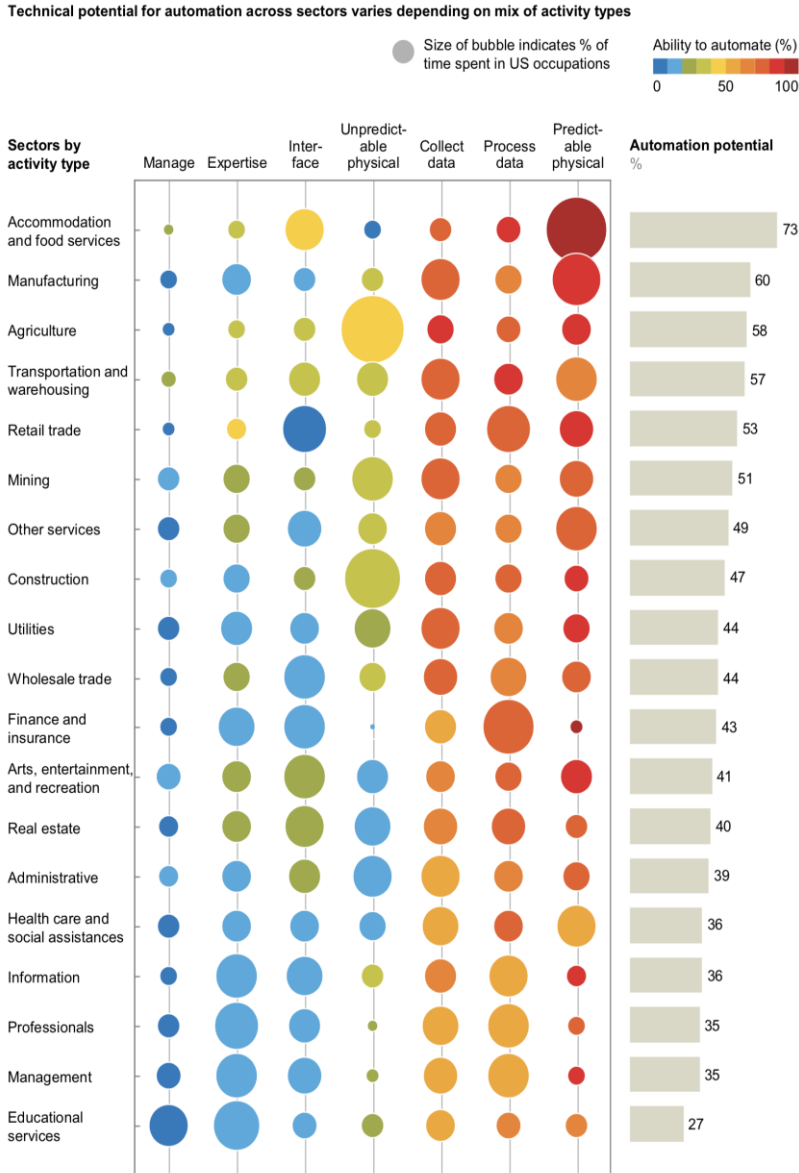
Source: McKinsey Global Institute Analysis

Here, serial production jobs are expressed as "predictable physical" which is simple operator tasks not based on mastery in factories. "Unpredictable physical" means to not based more on hand job that done in regular, standard places and not always done in the same way. As you can see, jobs that are predictable, are physical work done in specific environments, are data processing and data collection jobs have the highest potential for automation in future. The managerial and decision-making expertise positions are safe areas in this respect.

According to the research, automation transformation process depends on sectors, positions and countries conditions. But jobs that can be done with computers at a high rate are a global concern of 1.2 billion people with their salary of 14.6 trillion dollars.

The two factors that will have the most impact on automation are the productivity and labor market. The following chart helps us to see the big difference between what is now and what is expected in the next 50 years:

Fig 4. Technical Potential for Automation Across Sectors Varies Depending on Mix of Activity Types



Source: McKinsey Global Institute Analysis

Methodology

The aim was to investigate and find out about the automotive sector managers in İzmir and the surrounding areas regarding their future professions. According to our literature review, there were a few specific studies conducted related to professions' automation in the US but no research in Turkey. Because of that reason, due to exploratory nature, in-depth interviews were chosen as the research method (Yin, 1989; Sasi & Arenius, 2008). Qualitative methods should be used to

clarify social issues in order to get deeper information (Hill, McGowan, & Drummond, 1999; Hoang & Antoncic, 2003; Jack, Dodd, & Anderson, 2009). Purposive sampling approach was used and 10 participants were selected from the members of automotive sector managers and/or company owners. Series of 10 interviews were made with the participants. The questions of interviews were about self-assessment of Industry 4.0 process of companies and profession's future. Collected data were inductively analyzed, network patterns were discovered. The main limitation is our sample size so it is not enough to generalize, and the company types. Working with different sectors and more samples are our future objectives to improve our study.

Findings

According to quotas derived from transcripts, we found four main themes.

The first theme is **Lower Investment Requirements and Securing Current Investments.**

The hardware and software investments in applications made for individual machines and facilities can be provided at optimum costs in virtue of the modular structure reached and standardization provided in automation systems in which functions and capabilities of it are constantly increasing. Furthermore, it does not constitute an obstacle to modernization and capacity building investments in facilities, existing automation infrastructure despite changing technologies, in virtue of the compatibility that has been developed over the years.

According to interviews, we have observed that process of Industry 4.0 is being seen as uncomplicated for adaptation. Generally, managers emphasized that transforming all the steps of the company into the automation is requiring lower investment due to their current working structure. The infrastructure of the city such as the internet has been evaluated as an only possible obstacle.

On the other hand, lowering their budget on the process means to them as more employment possibility due to the fact that it is mostly believed that it is not possible to operate all those new systems without their current employees in this new process. One of the participant managers expressed this as: *"We are planning to adapt our location (workplace) fully automated systems in a very little soon without unemployed any workers we have. Because we are aware of experience they have and this experience will provide us to operate those systems smoothly..."* The other emphasized that it also secures their investments by holding current employees as *"As we are approaching the new era of Industry, we all know that this cannot be handled without the support of our current employees, they all know how to systems work, and how to operate them in an urgent case. We are in a place that always facing with some connection problems, thus leaving all those systems without any control will cause lots of problems. Therefore, we'll keep our employees to seek all those processes. We have all started to train our employees according to this new industrial revolution already..."*

The second theme is **Productivity and Quality Enhancement.**

Integration in automation systems occurs in three different dimensions. In order to refer the high level of integration and the benefits that it will provide, whole communication facilities of an automation system, engineering tools, and data management must constitute an integrity. For different processes, it is possible to obtain a real productivity increase and service quality in the facilities with standardized and coordinated engineering tools and operator interfaces. Product and production quality can be monitored and reported in real time, furthermore, it can be easily shared between different units and businesses between production and management levels in favor of an integrated data management implementation. In virtue of reliable data and information that can be reached rapidly, product and production quality can be controlled on a global scale.

During the interviews, managers mostly emphasized the same idea by their words constantly such as *"...providing quality..."*, *"...its quality-oriented process..."*, *"...provides quality ..."*, *"...quality that is provided by..."*. Thus, we can say that the way their approaching the subject was about quality enhancement. They also stress that new process will provide many productivities with their employee's support. Almost all the managers expressed their opinions according to this as: *"We all know professions will be affected by these process, but it will provide many other opportunities as well. With the new Industrial Revolution, if we can completely success to adapt to it, it will provide us a quality increase..."*, *"Our profession will effect of course, but we do not plan any unemployment now, in the future as well. Because we know that our productivity with its quality-oriented process will be increased and this will not be organizable without our labor force..."*

Besides, today automation systems and developments in information technology allow the production process can interlock by ERP systems through the Manufacturing Execution Systems (MES) with horizontal integration. In this wise, there are examples that can be reduced up to 40% on inventory costs in the supply chain, with electronic connections availability.

The third theme is **The Ability to Deliver New Products Faster and Shorter Engineering Times.**

Modular structures of automation systems are supported by the necessary simulation models would be possible to conduct simultaneously with process engineering and to simplify automation engineering. Integrated automation platforms shared by many applications, achieve significant integration problems in projects and reduce the total engineering time in the application. In favor of Component-Based Automation (CbA), from material input to production processes and all kinds of engineering tools necessary for final products and facility modules can share the same platform.

In order to express this situation managers mainly said that it was possible to accelerate the ability to deliver new products by new industrial structure so that their employees can shorten their engineering times. A manager said that in this way: *"...The production line we have is facing several problems due to it is half-automated architecture. When we complete the full automation, employees will be able to shorten their engineering timing."* Another, an owner, said it was also facilitating and simplify their employees' jobs as: *"Well, the new automation systems will bring new facilities that our employees can go with it. It will be a lot easier than it was for them to work. The operation will go on the cyber-systems, but to maintenance, them, control or check them if they were working properly we still need them..."*

The fourth theme is **Complementary Solutions and Services.**

Despite all their sophistication, only automation systems and information technologies themselves may not be able to provide expected benefits. There is also a need for technical services to support all of these; intensive process experience, healthy logistics solutions, and appropriate energy infrastructure to be able to get fully expected benefits. These elements must also be taken into consideration by companies that offer products and systems towards the automotive industry in the electricity-electronics sector. Productivity in production, quality, and flexibility are required for almost every manufacturer within the diversity of brands and models in automotive, the intensifying and globally competitive environment. Herewith, all the manufacturers in the sector including the automotive supplier industry try to provide a competitive advantage by focusing on outsourcing by optimizing material flows and establishing modern energy management systems where they are inadequate or technical services where they have a cost advantage.

By this theme, we can say managers we interviewed all agree on keeping their employees despite the fact that they all believe that professions requirement will be re-organized to supply complementary solutions and services. According to the expression we analyzed, we could be seeing that current positions need might change in the future automation-oriented process according to managers thoughts, however, they plan to replace or change their employees' positions in order to keep their companies operatable. Their ideas rely on their believes that their employees are the only factor that can handle their companies during the Industry 4.0 adaptation process.

As an example, to demonstrate this, an owner of a company expressed that: *"Well, unemployment in this process due to we replace the labors with machines is not logic I think. Because I personally know that without their experience we wouldn't be able to supervise the system. We will absolutely need new employees for the new positions but what we plan is to train the employees we have for that position that they can handle, but for the other positions we might need such as system engineer we will, of course, deploy it from outsource..."*

Conclusion

As we can see, the future of the professions prone to change it anyhow. The jobs can differentiate such as operator, an untrained and unskilled labor or a housekeeper in a hotel. These are some of the things that are believed to be the most remote of learning opportunities, both material and intellectual, as well as time-consuming. According to some managers, it's not about a diploma or a monetary opportunity, but a learning desire and enthusiasm makes the difference. Most of the positions will be automated sooner or later, and unfortunately, some of the tasks are to be terminated. Naturally, new structure expects labor to be prone to data collection, open to learning.

Conversely, to look through another perspective, we can say that for those who do the above-mentioned kind of work in the digital age, they actually have more opportunities than ever before. There are endless possibilities even for a housewife to do digital marketing, reach out to other countries to connect someone or build a blog. As a matter of fact, it is necessary

to have certain knowledge even to see that these possibilities exist. This fact also needs to be thought over; the world manages money and automation mean ability to do the same job cheaper and in more accurate and more predictable way. This transformation is not something that a person, group or country can manage, nevertheless, it is being seen as a general situation of the new world order. It is absolutely necessary to see what will happen in the next 30 years and prepare both ourselves and our institutions for it.

The Digital Future of Work Summit in New York in 2017; was about the digital future of business. According to the summit, whether for an employee, a young person in your 20s who will be assigned to working life or a child who has just started a primary school, there is an absolute need to be skilled, well-educated. The outputs from the summit are listed as follows:

- Learning to learn will be one of the most important competencies,
- Career paths will be much vaguer,
- Self-Learning ability has importance,
- A closer relationship with the machines is a must,
- It is necessary to think analytically and creatively,
- Being open to new opportunities,
- Ability to use new applications, be familiar with coding and sensor technologies.

Consequently, as it can be understood, this study regards to professions susceptible to automation shows that automotive industry managers and owners prone to have their employees as in the same position for the new industrial process or replace them to new positions by training them. In this study, participants interviewed, the automotive sector managers and owners, are from Izmir Aegean Industrial Region, and are working a different part of automation works, thus, these factors have been effective on results. In order to increase the validity and reliability of the study, we ought to increase the number of samples from different parts of Turkey. Therefore, we must state that we believe further research in the light of this study will give more general results.

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Perception and preferences of the doctors from the Health Centers towards the use of antibiotics in Prishtina, Kosovo

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Owner of OJQF in Prishtine, (Kosovo), Simon R. P. Clarke, Thomas A. O'Donoghue, "School-Level Leadership in Post- Conflict Societies", 2013, Annual Report of Ministry of Health of Kosovo, (2015) "The Social Statistics" pg 42

Abstract

Background: Resistance to antibiotics is a global public health problem with economic, social and political implications, especially in underdeveloped countries. Over the last few years, this challenge has been of particular importance at the global level seriously endangering the effective treatment of many diseases. **Purpose:** The purpose of this study is to assess the level of use of antibiotics and practices followed by Pristina primary doctors in Kosovo and to educate and educate as many as possible the population of Pristina regarding the use of antibiotics in order to ensure the quality of their lives. **Method:** A survey was conducted with a random sampling, attended by about 120 doctors of KPSH to indicate whether they have antibiotics with whom they are familiar, as well as antibiotic access and preference, which is the same regardless of the type of specialization staff at the KPSH. Participants were recruited into one of the 12 Main Family Medicine Centers (KPSH) in Prishtina for the period June - July - August 2017. **Results:** Of the 120 doctors surveyed at KPSH, on the question of whether you have antibiotics with whom you are familiar with, more than half (55%) do not have any favorite antibiotics, while 40% of them have some antibiotics with whom they are familiar. Though 6 (8.1%) of family doctors have reported that they are familiar with many of the antibiotics, there is no significant difference between Chi-square = 4.76; Df = 4; p = 0.313 after testing. About a quarter of the respondents describe antibiotics without antibiograms, and over half of them sometimes and only 10.8% do not prescribe antibiotics without antibiograms, regardless of the type of specialization of staff at SPC. Patient advise on side effects has been performed by most doctors of SCC and only 5 doctors or 4.2% do not give advice to their patients for side effects, but without significant difference depending on the type of specialization. Over 80% of respondents in their daily practice have encountered a known case of resistance to any antibiotic, but without significant difference depending on the type of specialization

Keywords: Pristina, use of antibiotics, primary health care, doctor, assessment of knowledge, attitudes, practices of Kosovar doctors.

Introduction

The doctor's antibiotic prescriptions are often the central part of the problem; thus, analyzing the reasons behind the antibiotic prescription from the doctors remains essential to understand the excessive use of this drug worldwide. Since Kosovo has been our targeted country to be evaluated regarding the implications of antibiotic use, a historical description will clarify the reasons behind antibiotic use: Kosovo is a new country located in the southeastern part of Europe in the Balkan region with a surface of 10,908 km². Preliminary results from the 2011 general census report that in the Republic of Kosovo there are 1,733,842 inhabitants excluding the population from the northern part of Kosovo. Kosovo has an

¹ Simon R. P. Clarke, Thomas A. O'Donoghue, "School-Level Leadership in Post- Conflict Societies", 2013

interesting and complex history. Health care in Kosovo has undergone important reforms in the last decade, but still faces major difficulties and obstacles, one being the lack of political engagement and scarce budgetary resources. The Kosovo health system is based on equality and social justice, consisting of: the primary health care centers located at the municipal level, secondary health facilities at the regional level (hospitals), and a single tertiary health care center¹.

There is no health insurance system in Kosovo, which is a major obstacle to improving the healthcare sector. The budget for health care system in Kosovo for 2015 was only 160 million euro (80 euro per capita), the budget divided for the pharmaceutical sector was only 19.8 million euro. For 2016, the budget was worth EUR 100 million more than the 2015 budget. For 2017, the budget was EUR 2 billion, which showed a significant jump compared to 2016, and much larger difference compared to 2014 and 2015 budget. This budget increase goes mainly in capital investment, and not for coherent spending. Compared to 2016, capital investments increased to 51%, while current expenditures increased only by 5% more than in 2016.

For 2018, the health budget is planned to be 1 billion and 829 million euro, while spending will reach the figure of 2 billion and 82 million euro². In Kosovo, since the post-war period of primary health care, twenty (20) therapeutic standard guidelines have been developed and 16 standard protocols for diagnosis and therapy have been completed but have not yet been put into use.

Kosovo ranks at a high level of antibiotic consumption in Europe, at about 26.3 (defined daily doses per 1000 inhabitants / day). Various publications in the academia have reflected upon the importance of antibiotic usage and their potential drawbacks. In Kosovo these researches are still in their initial stages.

Therefore, the purpose of this study is to assess the knowledge, attitudes and practices of Kosova doctors in the use of antibiotics³. This study also aims to raise awareness among doctors about the importance of using antibiotics, identify quality improvement objectives, and deliver findings found to competent antibiotic prevention authorities.

The First Chapter

Primary Health Care (PHC) in Kosovo

Primary Health Care has been presented in various forms since 1961⁴, and it presents essential health care which is offered through family medicine teams. Family Medicine is the essential form of offering extensive health service for individuals and their families in Primary Health Care. Primary Health Care in Kosovo is provided through municipalities, and Kosovo consists of 35 municipalities where these PHC facilities, respectively where the main Family Medicine Centers are located. In the Republic of Kosovo, The Municipal Department of Health and Social Welfare is in charge of implementing the concept of family medicine within the Primary Health Care. The Municipal Department of Health and Welfare monitors the health state of the citizens that come from their territories. Municipalities, in offering PHC, implement with priority, the preventive measures of health care. Primary Health Care is implemented by the family medicine team which consists of health workers such as the Doctor of Medicine, the Doctor of Stomatology, the Medical Specialist-New Family), the Master of Pharmacy, Pediatrician, Gynecologist Obstetrician, the Clinical Biochemistry Specialist, Nurses, Midwives, the Physiotherapist, and Medical technics. Primary Health Care includes services of health promotions, information, communication, education, progress, prevention, treatment, recovery and rehabilitation that have to do with illnesses, disorders and injuries (the health of children, adolescents, reproductive health, adult care, elderly care and palliative care. It also includes services of immunization, vaccination, determination of initial diagnosis, and elementary health care including minimal surgical interventions, promoting oral health and essential stomatology care, emergent care services, ante/peri care services, post-natal services, rehabilitation, the dispersal of medications from the essential list, and also providing qualitative water and food.

Second Chapter

¹ Annual Report of Ministry of Health of Kosovo, (2015) "The Social Statistics" pg 42

² The Ministry of Health "The Health budget 2018"

³ M.Berisha, D. Zajmi etc "Public knowledge, attitudes and practices regarding antibiotic use in Kosovo" (2017)

⁴ The Ministry of Health of Kosovo, "The Sectorial Strategy of Health Care in Kosovo 2010-2014" (2009)

Characteristics of the descriptive doctor at Primary Health Center, Kosovo

The prescription of therapeutic use of antibiotics¹ in a Primary Health Center in Kosovo is characterized from the level of specialization, university program or postgraduate studies. All of these elements play a major role in determining antibiotic prescription. From the users' perspective, the use of antibiotics is strongly dependent on socio-demographic parameters, and the perception of the user towards the drug and its characteristics. Moreover, the antibiotic usage has been analyzed due to the consequences they might have on health, unwanted effects, probable therapeutic effect or economic impact.

Medical prescription from doctors should always bear in mind that antimicrobial resistance is one of the most serious health threats to the patient's life. Although doctors have referred that bacterial infections are already very common, there are several pathogens that are more resistant to the types or classes of antibiotics used to treat all bacterial infections. Loss of antibiotic effect would damage the patient's ability to fight infectious diseases and could also affect the management of common infectious complications in needy patients through chemotherapy for cancer, dialysis for renal resuscitation, and surgery, particularly organ transplants, for which the ability to treat secondary infections is crucial² (Frieden, 2013). The causes of resistance are: increased use of antibiotics, unreasonable use, taking antibiotics without doctor's prescription, lack of control of hospital infections, increasing the age of the population or mass movement of people from country to country. Excessive use of antibiotics is only fought if antibiotics are not taken without the prescription of the doctor, or if the use of antibiotics is coordinated by the prescription of the doctor of the Primary Health Center. Furthermore, the antibiotic³ should be given to the patient according to the schedule, and its use should be made according to medical advice by the doctor and pharmacist of the municipality, to avoid the use of antibiotics left over from the previous treatment, etc.

Third Chapter

Research Methodology

120 doctors of the Primary Health Care (PHC) in Kosovo⁴ were surveyed through random sampling to evaluate the level of information regarding the variety of antibiotics in the market and to which of them the doctors are familiar; moreover, the survey analyzed how the doctors prescribed the usage of antibiotics and if there is any sort of connection between prescription and the doctor antibiotic preferences due to the field of expertise in Primary Health Care in Kosovo. The conduction of survey took place during the June-July-August 2017; whereas the surveyed doctors were randomly⁵ selected in 12 Family Medicine Center. The surveyed doctors were randomly selected and their response was voluntary. The calculations of the sample size were performed under the 'RAOSOFT' program which worked under a margin of error of 5%, a confidence level of 95%, and a 50% distribution of response. Since the study was designed to represent the situation across the country, we had to increase the sample reliability and sampling coverage through doubling the sample size. Among the participants in the survey, all of them were taken in 12 Family Medicine Centers in Prishtina. Ethical Approval for the survey participants is taken by the Board of Professional Ethics Oversight in the Ministry of Health of Kosovo. The study was conducted through a face-to-face interview based on a questionnaire that contained two open and closed questions. The first part of the questionnaire consisted of demographics: gender, age, educational level, occupation and residence; whereas the second questionnaire consists of several dimensions such as: access of doctors to the primary system in Pristina, issuance of a prescription for antibiotic use in this municipality, issuance of antibiotic prescription in uncontrolled quantities, patient information about antibiotic use, all inclusive in health care and overall. Participants' answers are evaluated with agree (1), neutral (2) and disagree.

Results

Of the 120 doctors (surveyed) respondents at PHC, on the question: do you have antibiotics that you are familiar with, more than half (55%) do not have any favorite antibiotics, and 40% of them have some antibiotics with whom they are familiar.

¹ The Ministry of Health of Kosovo, "The Sectorial Strategy of Health Care in Kosovo 2015-2020" (2018)

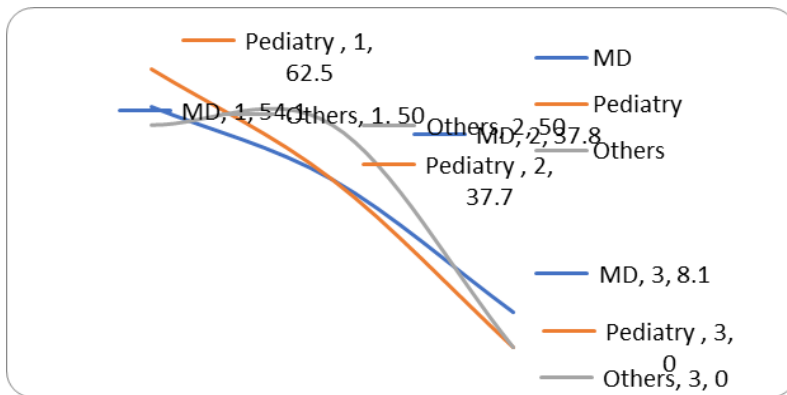
² CDC Report "Antibiotics Resistance Threats in the USA" (2013)

³ C. Lee Ventola "The Antibiotic Resistance Crisis" (2015)

⁴ The Ministry of Health of Kosovo, "The Sectorial Strategy of Health Care in Kosovo 2015-2020" (2018)

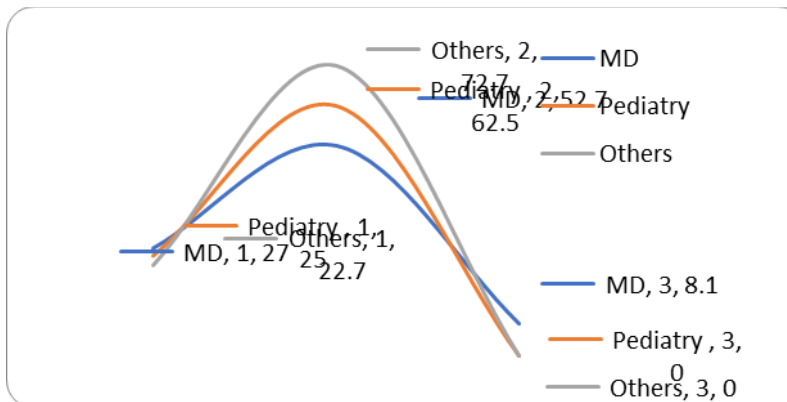
⁵ Jakupi A. Report: Drug consumption in Kosovo 2011-2013. Kosovo Medicines Agency - Prishtina, 2014.

Although 8.1% of family doctors have reported that they are familiar with many of the antibiotics, there has been no significant difference after the testing



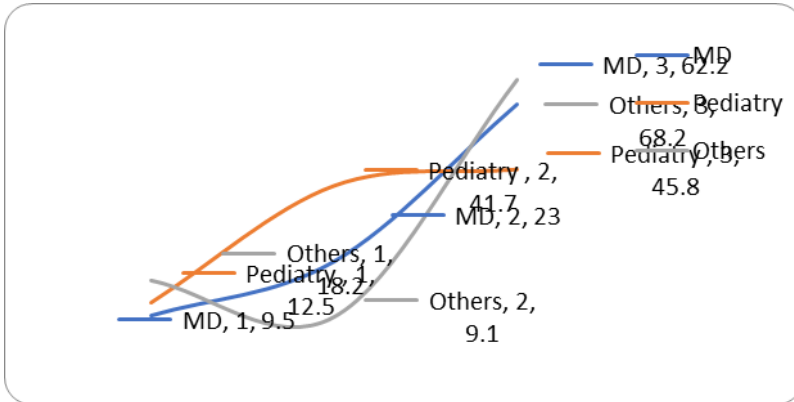
(Chi-square = 4.76; Df = 4; p = 0.313). (Table 1)

Only 10.8% of the surveyed doctors do not prescribe antibiotics without antibiogram. After testing with chi square test we did not gain significant difference in the description of antibiotics without antibiotics according to specialization branches.



(Chi-square = 6.10; Df = 6; p = 0.412). (Table 2)

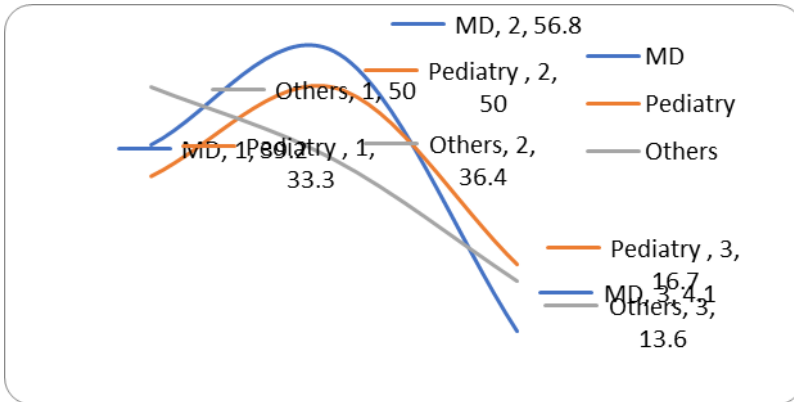
Respondents were asked whether they give patients advice on side effects. After analyzing data, 72 doctors or 60.0% always give advice to their patients for side effects, 29 or 24.2% frequently and 14 or 11.7% occasionally, while 5 doctors or 4.2% do not give advice to their patients for the effects side. After testing with chi square test we have not gained significant difference in providing advice to the patients for side effects by specialty branches.



(Chi-square = 8.66; Df = 6; p = 0.193). (Table 3)

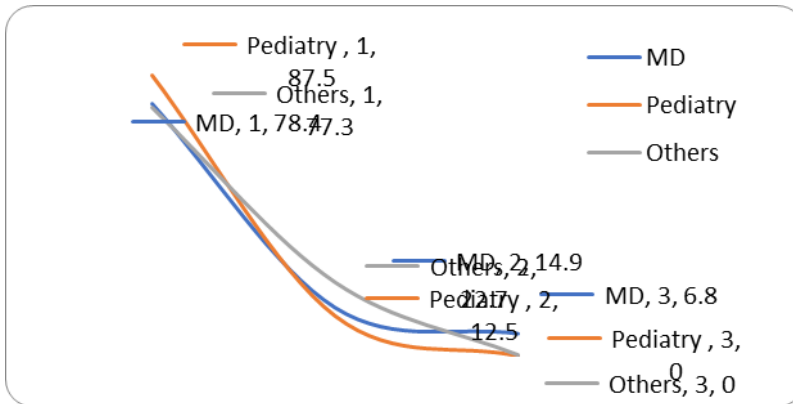
Respondents were also asked whether they have scientific evidence of which antibiotics think it is producing antimicrobial resistance and after analyzing respondents' responses that only half of 62 or 51.7% have some scientific evidence a large proportion of doctors 48 or 40% have no scientific evidence for any antibiotic that creates antimicrobial resistance and only 10 doctors and 4 pediatricians have enough evidence of which antibiotics create antimicrobial resistance.

According to the specialists 'branches and respondents' responses we did not make a significant difference although in a few percent and only 10 doctors and 4 pediatricians have sufficient evidence of which of the antibiotics creates antimicrobial resistance high (16.7%) Pediatric physicians have said they have enough evidence of antimicrobial resistance to some antibiotics.



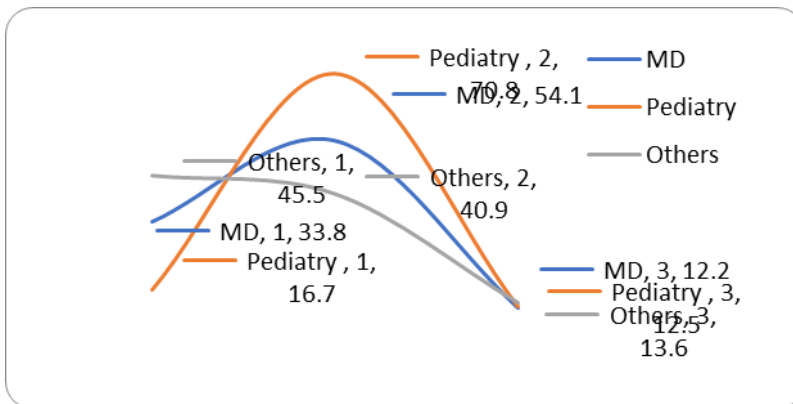
(Chi-square = 6.58; Df = 4; p = 0.160). (Table 4)

Respondents were asked that in their daily practice "Do they describe antibiotics in cases of flu-like patients" and after analyzing the data it is seen that the majority of doctors 96 or 80% stated that they did not describe only 5 doctors or 4.2% stated that they prescribed it and that is mainly family doctors. After testing with chi square test we did not gain significant difference in respondents' responses to whether they describe antibiotics inpatients with grip condition in their daily work according to their occupations.



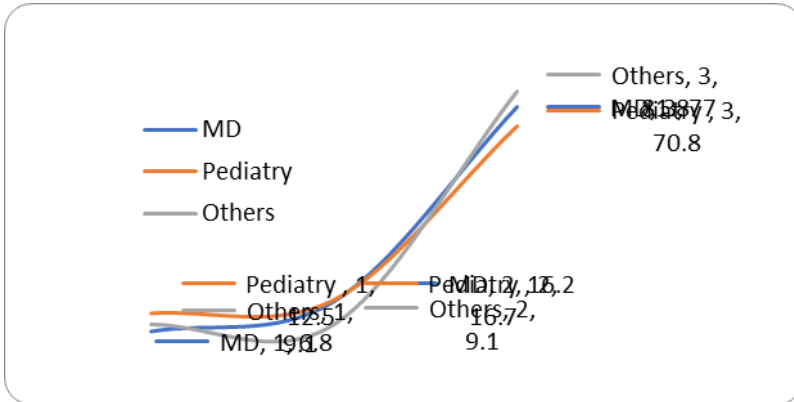
(Chi square test = 4.19; Df = 4; p = 0.380). (Table 5)

Also very important aspect presents even rational description not rational of drugs and antibiotics in healthcare institutions so doctors surveyed were asked that "Is there a rational use of antibiotics in their institution", based on the results, only 66 or 55.0% of the respondents stated that they have some, 39 or 32.5% declare that there is no rational use of antibiotics while 15 or 12.5% declare that in their institutions there is unreasonable use of antibiotics. According to specialist branches, pediatricians at a slightly higher percentage (70.8%) stated that they had "to some extent" unbiased use of antibiotics, but without significant difference.



(Chi-square = 4.95; Df = 4; p = 0.292). (Table 6)

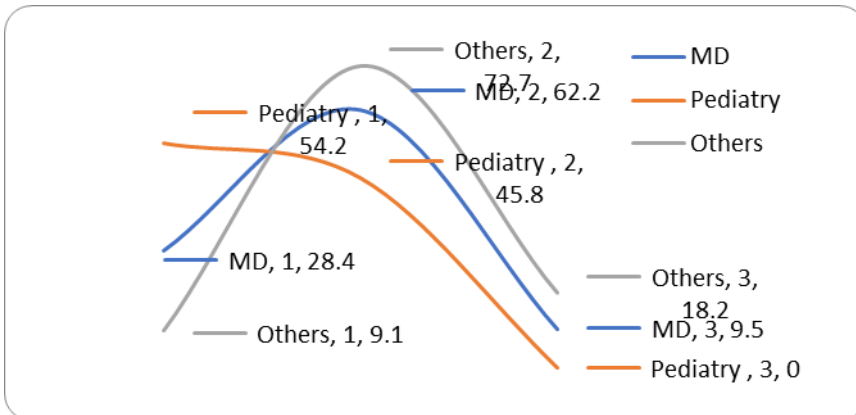
Respondents were asked that: "Do you think the over-use of antibiotics affects the loss of their effects", and based on the results it appears that doctors are aware that over-use of antibiotics affects the loss of their effects and 92 or 76.7% know, 18 or 15.0% think up to one factor, while 10 doctors or 8.3% do not have much knowledge and declare that it does not affect, according to specializations other specialties at a slightly higher percentage 81.8% know that over-consumption affects the reduction of side effects but without significant difference according to the specialization branches.



(Chi-square = 1.55; Df = 4; p = 0.818). (Table 7)

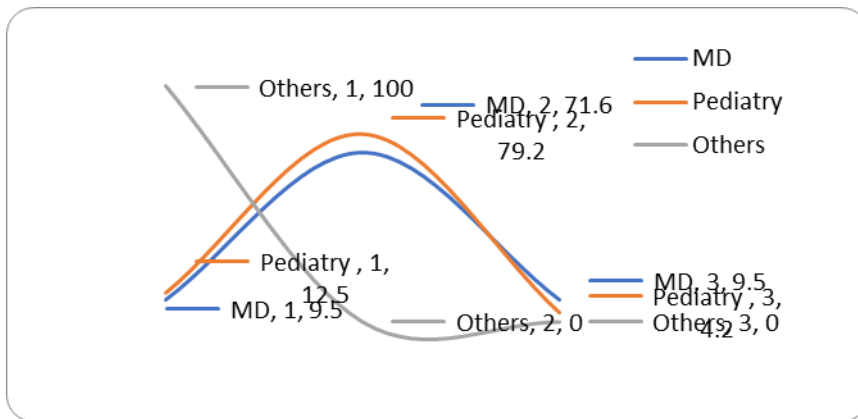
As far as antibiotic supplies are concerned, the institutions where the doctors work, only 73 or 60.8% stated that their instincts were somewhat supplied, 36, or 30.0% stated that the institutions where they work are not supplied while only 11 doctors or 9.2 % declare that their institutions are well supplied with antibiotics.

After testing the respondents' responses, significant difference was obtained for $P < 0.001$ for the supply of institutions Pediatricians have stated that they are not supplied, and that is 13 or 54.2% with significant difference according to specialist branches while MF (62.2%) and doctors of other branches (72.7%) stated that they are supplied with antibiotics



(Chi-square = 13.5; Df = 4; p = 0.009). (Table 8)

Also doctors surveyed were asked how many hours a week they work to know that schedule does have an impact on the description of antibiotics and most of them work 40 hours and a low percentage of them work with few hours or prolonged hours 8 cases or 6.7%. After testing the results there is no significant difference according to the specialization branches.



(Chi-square = 9.31; Df = 6; p = 0.157). (Table 9)

Discussion

Out of a total of 120 doctors surveyed at PHC, no significant difference has been found in interviewed staff on the question of whether they have antibiotics with whom they are familiar and access and preference to antibiotics is the same regardless of the type of specialization of staff at PHC. About one-fourth of respondents describe antibiotics without antibiograms, and over half of them sometimes and only 10.8% do not prescribe antibiotics without antibiograms, regardless of the type of specialization of staff at PHC. Providing advice to the patients on side effects is accomplished by most doctors of PHC and only 5 doctors or 4.2% do not give advice to their patients for side effects, but without significant difference depending on the type of specialization. Over 80% of respondents in their daily practice have encountered a known case of resistance to an antibiotic, but without distinction depending on the type of specialization.

Respondents were asked whether they have scientific evidence of which antibiotics think they produce antimicrobial resistance and 48 or 40% stated that they have no scientific evidence for any antibiotic that creates antimicrobial resistance but according to respondents' specialization and response branches we have gained significant difference although in slightly higher percentages (16.7%) Pediatric physicians have said they have sufficient evidence for antimicrobial resistance to some antibiotics. The majority of doctors, 96 or 80%, stated that they did not describe their daily antibiotic practice in cases of flu-like patients, regardless of their occupational significance. About one-third of respondents stated that there is no rational use of antibiotics, according to specialty branches. Pediatricians at a slightly higher percentage (70.8%) stated that there was "to some extent" non-rational use of antibiotics but without distinction significant.

It is apparent that doctors are aware that over-use of antibiotics affects the loss of their effects and that 92% or 76.7% know, while 10 doctors or 8.3% do not have much knowledge and have stated that it does not affect, according to specializations other specializations in a few percent higher 81.8% know that overconsumption affects the reduction of side effects but without significant difference according to the specialization branches. The supply of antibiotics to the institutions where the doctors are working is in line with 73 respondents or 60.8% whereas 36% or 30.0% stated that the institutions where they work are not supplied. Significant difference has been made in terms of supplying institutions where antibiotics work. Pediatricians have stated that they are not supplied and that 13% or 54.2% with significant difference according to specialty branches while MF (62.2%) and doctors of other branches (72.7%) stated that they are supplied with antibiotics. It can be concluded that significant difference has been identified among interviewed personnel regarding the supply of antibiotics to the institutions where they work and Pediatric Doctors have stated that they are not supplied with antibiotics or other antibiotics outside the essential list. The vast majority of staff work 40 hours and no significant difference has been observed according to the specialty branches in the description of antibiotics.

5. Conclusion

This study revealed an advanced level of the knowledge of doctors' practices in Prishtina health centers. The doctors are the ones who contribute in the use of antibiotics for Prishtina's population. The key findings of this study will help policymakers

in Kosovo to develop new strategies to improve health care at the primary level. To accomplish this, the following measures should be considered: (a) Drafting medical protocols; (b) use the evidence-based guidelines and protocols for issuing prescriptions for antibiotic use; (c) organize seminars in the Primary Health Centers regarding the usage of antibiotics in order to provide doctors and support staff with the latest news on the consequences and effects of antibiotics to the human body; (d) monitor the implementation of medical guidelines according to European standards; (e) use social media for informing and promoting the rational use of antibiotics.

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The Structure of Discourse: Visual Semiotic in Picture book of "Creation" by Wolf Erlbruch

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Abstract

Illustration of children's books, such as the concept of childhood, has been shaped by a wide range of different choices, and each Illustrator finds a way to link and communicate with the text through the discourse device. Discourse means applying the language through individual action, illustration, also depicts the discourse of the work in the type of function and language manifestation; A language that in expression has a function different from that of a particular language which leads to a kind of active search in collective cultural visual memory. Although both the writing material and the image due to the use of the form of expression are text (a system of signifier relationships), their relationship complicates this point of view. Now the Illustrative Objective turn to make choice with a high responsibility. So the major questions are: 1. what is the process of illustrative discourse? 2. What is the design and process of semantic-signs of illustrated books? 3. Is there any certainty in imaging discourse for making meaning? This article sought to understand the shape and process of sign-semantics in illustrating children's books, and found that the relationship between text and image creates a semantic play that does not have semantic certainty, instead, an expert illustrator is trying to effectively shape this relationship to become dynamic. The main purpose of the article is to find the important semantic-sign features in the latent process of making meaning in the illustration, so the formation of semantics is more important as a result of the relationship between text and image. In this article, the spiritual theme of creation in illustrating has been studied in a work of Wolf Erlbruch as a sample of semantic study.

Keywords: Illustration, picture book, discourse, visual semiotic

1. Introduction

'Visual semiotics aims to explain this important issue that visual texts cannot be deemed mere signs anymore. But it should be emphasized that such texts make a process in which meaning is not determined and formed a priori. In fact, the formation of semantics is the result of the plan of form and content on the one hand and the active presence of the discourse processor and discourse reader on the other hand. Meaning is not produced in isolation and behind closed doors. Not only does the meaning of visual texts depend on condition of formal speech (expression), but also it always contains other levels such as pragmatic level and physical level' (shairi, 1392).

Louis Hjelmslev, a linguist, proposes a model and believes that expression and content (signifier and signified) contain form and substance. Considering this model, he proposes a table in which he explains clearly his intended model:

Table 1_1. Hjelmslev's substance and form(Chandler,1394).

	Substance	Form
Signifier: expressional design	Expressional substance: physical matter of medium (such as images, recorded sounds, words printed on papers.	Expressional form: language, syntactic structures, ways and means.
Signified: content design	Content substance: "human content", textual world, subjects, genres.	Content form: "semantic structure", "subjective structure"(containing literature).

Before getting into the main subject, I should name it illustrative discourse; a relation which produces meaning on the pragmatic level and depends on the visual discourse processing with all narrative structures of images and talks about different layers of illustration which are formed by the syntagmatic and tension relation among them. Consequently, there is a syntactic pattern which makes semantic signs dynamic and increscent. Accordingly, this article aims to study the value

of different layers of an image dependent on the form of the expression and it is manifested through the subject matter of this expression which can be studied considering physical level of expression. If we accept that 'discourse means using language through individual action' (Benveniste, 1970), the language of an image also shows the ability of its discourse-figure through performance and manifestation of language, and the individual presence of the illustrator as a creator is realized through a linguistic act about a specific issue and finally, the way of using of the language of an image should be considered as a dynamic search in collective illustrative cultural memory which happens and is formed through illustrator's pragmatism.

2. The Study of the Picture book

2-1. Text and Image

In this discussion, text means verbal text and image means visual text. A verbal text in association with an image produces a common text. In this book, the relation between the text and the image produces a semantic play which does not determine the certainty of meaning, but we confront with a signifier system and live and dynamic meanings are produced; meaning in act means that a signifier system which exists in discourse is moving, 'the human' on the opposite side of God in every frame experiences a new movement, consequently, it is the meaning-making process in the structure of meaning-forming which forms successively amid different images of meaning-maker images After looking at images on the opposite side of the text, it can be said that the act and the aim which the illustrator considers for each meaning-maker images such as moon, sun etc. is in a frame, referential world or a place in which meaning can refer us to it and images evoke simultaneous effects of meaning-maker images on each other in the mind of the addressee in order to cover the text and also to take a further step from the text. In this amid, simplifying images multiply the uncertainty of the meaning and even make the image disregard age class. This itself improves the competitive part of the illustrator in the world of illustration to higher levels of meaning-making.

In this part, we get into illustrative interactions; in the issue of language of image and interaction, the important fact is that the relation between eyes and the mind of human and language of images is dynamic and mutual. In other words, the extent to which language of images has a bearing on human beings, human beings also equally have a bearing on images. It means that language of images aims to explain an issue or narrative. On the same line, language of images through iconic signs in illustration is itself a tool which could be used to express issues of internal and external world. For example, in all frames, the spatial feature of images puts the addressee in a poetic discourse relation; for example, on the one hand, the distance between sun and moon in the image one and even the shape of earth which is illustrated as such with strange curve point to features of them and on the other hand, they show human beings' inferiority and lowliness for these blessings and their place on earth.



Image 1. Creation book. Elbruch

2-2. Expressional Form of Illustrative Discourse

In this illustrative work, the integrity of signs in designing leads to capabilities in innovating convergent forms and general atmosphere; the visual context has the capability of changing from one form to another i.e. we see a convergent wholeness in the illustration of this book. Consequently, the distance between us and the iconic signs is made and the capability of our sensory-perceptive sensitiveness towards these signs is intellectually defined and the illustrative designer uses human beings' personality to show 'God', indeed the sign of 'God', through the strongest presence, a presence which is infinitely near to the viewer and its distance is the least one to him or her and it is tangible in such a way that it points out that 'the human' is a small sample of God (something like a grandfather). The illustrator in his design uses the meaning of the word 'nothing' the most, as it is said in the text (a day when there was nothing), when he describes the setting. The illustrator, in fact, instead of showing the word 'nothing', illustrates the human and God like humanicons who sit on a stool. When the addressee sees iconic signs, he or she spontaneously reacts to it, to God who is sitting on a stool and a small ellipse is suspended above his head. God disguised in a human's features is pondering with closed eyes and the light yellow ellipse signals that God is thinking. And simultaneously, God is on the opposite side of the human who looks at God with completely open eyes. The illustrator may aim to show that the human is dependent on God in any way and God is visible but not for everyone. (image 2) In this image, there is no ambiguity to receive signs and the illustrator's decision of the relation between the text and the image to show the beginning of the world is sufficient to the extent that he images 'nothingness' as simply as possible. He even has not drawn a line to show earth and the background and simultaneously, the addressee does not feel any suspension in the image. One of the most important elements of visual situations in whole atmosphere of the work is the solidness of the expressional form achieved through location, dimension and tendency of characters, blessings, things and animals in the all parts of the book. The meaningful shape relation of each element and each one's superiority, considering Elbruch's illustrative discourse value, finds its facial representation. Knowing unlike situations, using uncertainty in the image and considering location for each element, he provides the possibility of cognizing and searching about each phenomenon in the image. Cognizing line and the value of line which is the most important thing in designing, he puts the addressee in a specific discourse situation.



Image 2/ creation book/ Elbruch

2-3. A System of Codes in Illustrative Discourse

A system of codes is formed on the basis of the study of the relation between the form of the expression or signifier and the form of the content or signified with a certain power between the sign and its external reference in illustration. If we take a look at the images from the point of view of Greimasian sign-semantics (Shairi, 1992) in which 'being', 'ontology' and 'human situations' are discussed, it seems that because in this book, the best way was chosen by the illustrator, the concept of God is dependent on existential or internal sign deficiency, it means relation with the sign; because of inaccessibility to internality and or real existence of the sign, nothing can be more achieved except its appearance. The illustrator uses the grandfather's image and an old and wise human to show the concept of God to the addressee. In doing so, returning to the principle of the sensory-perceptive sign, he approaches the existential dimension of sign-meanings. Using Husserl's phenomenal design (Lyotard, 1994) which returns to the origin of things, instead of reality, he nears the manifestation of reality or a representation of reality in order to create believability of the images which can produce relation and interaction in the addressee. Although it is true that the personal sign through which God is visualized is representational, it is not important that the representational sign be real. But it should express the aim of the book on the specific level and it is also important that the way through which the illustrator impacts the reality, especially the natural world and sensory-perceptive world, to produce meanings.

2-4. Determinism in Illustrative Discourse

It is common that there are always subjects which cannot be expressed by means of speech or writing; in other words, the linear and temporal relation of linguistic levels and units cannot convey those subjects. Hence, illustration as a visual language is a means of expression or narration. Discourse processing or narration through images has two sides; visible and invisible; function, perception and developing relation between two sides entail recognizing the structure of language, visual narrative modes and also, recognizing semantic level, codes, relation between signs, medium, audience analysis and many other components.

Discourse universe is also a complex one which creates new situations through minor changes and it should be mentioned that the created relation is not restricted to the act of the illustrator and the addressee. But it can be affected by the textual determinism and linguistic determinism. This illustrative discourse determinism is defined as directionality of speech, energies that lead to the production of the discourse processor image language. Also, considering visual subjects, this issue provides a visual range and a perspective for producing images, as the descriptions of the visual texts which we read on writing to direct our views; such as an image which we can have about 'God', or sun and a general situation of narration which shows the first days of the creation of the world and human beings.

2-5. Purenness and Meaning in Illustrative Discourse

Science of imagination is the same as science of visual sights. It is a science of mirror-like level and suspended images. This science as a science of watching credits the emergence-like nature of suspended samples amid existence and nothingness. Images shown on the mirror have phenomenal existence and here, we descry the necessity of images world; It means that we discover the necessary existence of a visionary geography which contains towers, rivers and magical mountains. For example, the shape of a statue in its pure form, which means free from wood, bronze or marble, a statue which itself is matter of tender body ,needs a dimension of phenomenon which is the same as the existential dimension of vision of suspended image on the mirror and the suspended image is not physical and it is not merely spiritual, but it is something amid them. It means that the image enjoys nonphysical form. However, it has its own specific figure. Such an image belongs to the world in which 'souls incarnate and physical things become ethereal.'(Rahmati,1394).

Since the world of imagination is a purgatory world and it is as secret of worlds, it plays as an intermedator for these worlds in order to these worlds come to existence. Meanwhile the world of imagination is a 'phenomenal' place for spiritual beings(Corbin,1394).

This kind of visualization which is made by outline and colorful papers as collage somehow reminds pureness in the importance of illustrative discourse which is not completely abstract and completely objective.

But it is a common level between the external (objective signifier) and internal (subjective signified) level of the sign. Because God and the human have been made out of the same matter and they both have the same color. God's only different components are its bigger size and its beard. On the opposite site, the human is small and he is putting on a hat. In fact, the illustrator considers only one hat for 'the human' regarding the external world or the world in which we live in order to represent his dependence to this world and he abstains from any clothes and make-up; this seems to be a discourse value in illustration, which firstly easily distinguishes expressional or formal level from content level in illustrative work and secondly it firms the relation between the units of each level. Hence, in such a system which the illustrator defined, the relation between the form of expression and the form of content is so deep. Accordingly, the discourse value of the illustration is contextual-existential, sensory-perceptive, pragmatic, flowing, subjective and dynamic. Signs makes codes successively and with strong rhythm and make a new appearance. For example, in a frame, the power of 'God' is shown by the change of his hand size. If we look at the image carefully, in every frame, we recognize that the system of codes is changed only by stretching one part and only this stretch of hands makes the output of the discourse-sign-semantics react subject to innovation and a new look; semantic units have come into existence and become under the control of a novel system of discourse processing. (image3)



Image 3/ creation book/ Elbruch

3. Conclusion

Illustration has turned into the discourse language by practicing Erlbruch's individual language. On the same line, language function and emergence has led to a different semantic function and this has activated a supreme level of illustration in the form of inquisition. This visual text has created an unconventional sympathy through following a determined plan, process and consequently semantics. This process has a high level of interaction with the addressee. In this piece, the interaction between the superficial plan and content, active and meaning-making presence of the discourse processor and the speaker has been of significance to produce meaning. The illustrator believes that the meaning of a visual text not only depends on the subject issues, but covers all the visible and subjective facets to which the spectator can refer the meaning. By the same token, these images simultaneously leave their effects on different forms of meaning and mind in order to narrate the text and display the image world of the illustrator. However, ambiguity of the meaning has doubled the impacts of addressee's interaction in this poetic work even the rating has been ignored in that anyone at any age can look at the book. A kind of perfectionism of meaning has been born in this book, and these illustrations are making all the attempts to describe a subject which is formed by the elements of the image and separate forms of meaning-making essence (substance).

Erlbruch has proven that the coherence of signs in designs can lead to some capabilities in creating convergent forms and a change in one image can change the codified system, and the relation between discourse, sign and meaning can result in a new perspective.

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PREFERENCES OF YOUNG PEOPLE IN THE USE OF FACEBOOK AS A HEALTH EDUCATION TOOL FOR HPV

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Abstract

The accessibility and popularity of social networks makes them appropriate tools for promotion and prevention interventions in health, reaching a large audience with greater efficiency. One of its most attractive features is *interaction*, which not only allows great diffusion of the messages, but also supplies them with greater interest and credibility. Platforms such as Facebook are very popular among young people, a high risk group for Human papilloma virus (HPV) infection due to ignorance, prejudice and sexual behavior that is risked and active. The objective of this research is to know the preferences and attitudes of young people towards (1) interaction and (2) type of information about HPV on Facebook. Increasing our knowledge in this area will help to make interventions in this field more useful. Through a questionnaire validated in previous research, was made a cross-sectional descriptive study of the preferences of 120 young universities in the use of facebook as a tool for health promotion about HPV. More than half of the participants would follow a page on the HPV to be informed and share information on prevention, vaccines and campaigns. The preferred resources were: multimedia, testimonials and articles by specialists. They prefer to "share" to "create themselves" messages. A group of subjects who reject the use of the tool is detected, arguing that they would not do it for (1) a lack of interest, (2) because people can relate them personally to the sickness or (3) for possible bugs and criticisms.

Keywords: Preferences, Young People, Facebook, Health Education Tool, HPV

1. Introduction

The convergence of media has led to the integration of tools, spaces and languages previously disintegrated, such as that used in social networks, where the integration of text, images and sound is produced by interacting from multiple points, in a global network, with open access and affordable (Castells, 2005). This capacity has changed the scheme of traditional communication to one with a more active receiver, which interacts with the media, with the content and with others through social networks (McQuail, 2002; Cabrera, Casquero, Fernández & Jiménez, 2007) which implies a change in existing dissemination models and in the role of the receiver (Jenkins & Jenkins, 2008).

Previous research on content in social networks (Moorhead, Kota, Schoons & Whitehill, 2013) emphasize interactivity as the most attractive of these platforms. In spaces such as Facebook, this is carried out through the creation of content, sending messages, sharing photos and videos, updating itself with its network of friends and creating groups. In addition, the user becomes involved in the social network and can create communities where their can share interests and identified themselves (Hale, Pathipati, Zanand & Jethwani, 2014). This interactivity, simple and direct, allows great social distribution and motivational as it can be shared from one contact to another through recommendations, valuing the publication or sharing it; in addition to a rapid and massive dissemination when involving the network of friends. In this way, social networks becomes as tools of communication and persuasion that allow the change of attitudes and behaviors on a massive scale (Fogg, 2008; Junco, 2011).

But also to promoting the dissemination of information and behavior to a diverse audience, in health interventions, this interactive communication offers real feedback, allowing dialogue between users and specialists in which the two parties collaborate to conduct issues related to the health and well-being of the audience (Heldman, Schindelar & Weaver, 2013; Chen, Koh, Ritter, Lorig, Bantum & Saria, 2015). And it allows us to adapt the messages to the needs of our target audience and to test the different intervention strategies, helping to make communication more effective (United States Center for Prevention & Control of Diseases, 2011; Park, Rodgers & Stemmler, 2011; Warren, Sulaiman & Jaafar, 2015). At the same time, the synchronous communication and collaboration among numerous participants (*interactivity*) facilitates the creation of commitment or *engagement*. This engagement with the theme and with the source, helps to maintain and increase trust and credibility among the users (Heldman et al., 2013; Rus & Cameron, 2016). In the research carried out by Turcotte et al. (2015) on the influence of opinion leaders and friends on Facebook, founded that the recommendation of friends perceived as opinion leaders was associated with an increase in the desire to adopt information search behaviors and that the information shared by a friend was perceived as more trustworthy than the one received directly from the media. In his study of audiences and how university students construct ideas about sexually transmitted diseases, de Oca (2013) founded that students preferred direct relationships through interaction with others and dialogue in social networks.

On the other hand, the Internet and social networks have become spaces for the search of information, opinions and testimonies on sexual health issues, as well as support for those affected by certain complains (Martinez-Martinez & Cuesta Diaz, 2017; McRee, Reiter & Brewer, 2012) influencing the attitudes taken and in the decision making and behaviors as, for example, in the case of the HPV vaccine (Stephens & Thomas, 2014; Dunn, Leask, Zhou, Mandl & Coiera, 2015) or the test for chlamydia (Syred, Naidoo, Woodhall & Baraitser, 2014). Thanks to its accessibility, platforms such as Facebook have become very popular among young people who have integrated it into their daily lives, of the 2 billion active users per month that Facebook has, 47% correspond to young people and adolescents (16-34 years old) (Facebook, 2017). This group of young people is also the one that reflects the highest incidence of human papillomavirus infections (Castellsaque, Iftner, Roura, Vidart & Kjaer, 2012), where unknowledge, prejudice and an active sexual life make them a group of high risk in the infection of the disease and its possible development in a future cancer of cervix, penis, throat and mouth (OMS, 2015; Han, Beltran, Song, Klaric & Choi, 2017; Moyer-Gusé, 2008; Murphy, Frank, Chatterjee & Baezconde-Garbanati, 2013). Therefore, the development of strategies that help understanding, prevention and detection are crucial (Chan, Cheung & Chung, 2009).

In this sense, social networks like Facebook, offer health specialists the opportunity to create interventions about sexual education, that reaches young people, attracts them and helps with the normalization and knowledge of HPV (Martinez-Martinez, Cuesta Cambra, Serrano Villalobos & Niño González, 2018). Zhang, Tsark, Campo and Teti (2015) investigated the intention and point of view of young students about sharing information of the HPV vaccine on Facebook, proving that Facebook seemed to be a good knowledge tool for them and that they would follow a page about HPV to be informed. Participants also recommended personalizing the messages by sharing the information to make them more attractive to their circle of friends. In another study conducted by Evers and his team (2013) on young people, social networks and sexual health issues, the participants suggested the creation of initiatives where they could participate and be involved in the subject. It has to be considered that when dealing with sexual health and STD issues, many users will not visibly interact with the page because they do not feel comfortable with others seeing them linked to the disease (Merchant et al., 2014; Sullivan et al., 2012). However, this non-visible way of interacting does not mean that they do not benefit from being part of the social network (Ballantine & Stephenson, 2011; Newman, Lauterbach, Munson, Resnick & Morris, 2011).

Therefore, interactivity is an important factor in interventions since facilitates the understanding of health information (Nutbeam, 2000), increases mouth-to-mouth between interpersonal networks and the self-management of user behavior promoting the dissemination of healthy behaviors (Merchant et al., 2014; Kalichman, Weinhardt, Benotsch, DiFonzo, Luke & Austin, 2002; Kucukemiroglu & Kara, 2015). Whether this interactivity is made by evaluating, commenting or sharing the information, it will increase the visibility of the page, this action will be reflected in the biography of each user which at the same time will be seen by their contacts, increasing the social capital and its diffusion (Penney, 2015; Nahapiet & Ghoshal, 1998; Ellison, Vitak, Gray & Lampe, 2014).

2. Method

2.1. Objectives and Research questions

For this interaction to take place, our actions must be adapted to the preferences, needs and behaviors of our target audience (Zhang et al., 2015; Patel & Berenson, 2014). That will allow us to be attractive and relevant, facilitating participation and diffusion. To this end, the objective of this research was to analyze the preferences and attitudes of young people towards the interaction and publication of information about HPV on Facebook, which will help making our interventions more dynamic, relevant and useful. The following research questions (RQ) were formulated:

RQ 1: Do young people find it interesting to follow a Facebook page about HPV?

RQ2: What kind of content and resources about HPV would they share?

RQ2: Would they post information about sex education or HPV on Facebook?

RQ3: What do they think about talking about HPV in their Facebook walls?

2.2. Procedure and Sample

A cross-sectional descriptive study of the *insights* of young people was made with a sample of 120 undergraduate students of the Faculty of Information Sciences of the Complutense University of Madrid (UCM) between 19 and 27 years ($M = 20.85$, $DS = 1.370$). Of which 65% are women and 35% are men. Based on the data obtained in the questionnaire, a description of the results has been carried out using the Student's T-test and an ANOVA. The goal was to study possible differences by sex. We also did a factor analysis to establish personality traits that allow us to know the users preferences. In the case of open questions, the data has been recorded and grouped into more concrete concepts to be analyzed.

2.3. Measuring instrument

A questionnaire of 12 questions based on previous research was used to obtain data (Evers et al., 2013; Byron, Albury & Evers, 2013; Veale, Sacks-Davis, Weaver, Pedrana, Stooé & Hellard, 2015; Moreno, Kota, Schoohs & Whitehill, 2013; Zhang et al., 2015; Newman, Lauterbach, Munson, Resnick & Morris, 2011), with questions on a 7-point Likert scale and also in open format, which would allow evaluating aspects such as attitude, subjective norm, perception of behavior control and intention to speak or follow HPV information on Facebook. Some examples of questions used are "How likely are you to share information about HPV on Facebook?" or "What do you think your Facebook friends would think if they see HPV information on your wall?"

To check the validity of the questionnaire, we tested a first design in a *focus group* with a group of university students. Subsequently, the results and conclusions were analyzed with the DELPHIN system by a group of specialists in the field of communication and health of the UCM.

3. Results

3.1. Following a VPH page on Facebook

The data shows that 50% of the participants would follow it because they think it is important to be informed and because it can affect us all, compared to 48% that they would not because they are vaccinated, because it did not affect him because he was a boy, he does not think it's interesting or because social networks are not to become bitter. 2% answered that it would depend on whether it is private so that their contacts did not know it or if the content was interesting.

3.2. Attitude and preferences of young people to share information about HPV on Facebook

Almost half of the participants will share information about HPV on Facebook (47%) to raise awareness and disclose, the other half would not share it (46%) for shame, for not boring their contacts or because it may cause rejection. 7% answered that it would depend on the information. Regarding the type of information or resources they would share, young people showed preference for information about HPV related to prevention ($\bar{m} = 4.08$), dissemination campaigns ($\bar{m} = 4.07$) and links to articles ($\bar{m} = 4.06$). However, what they would less share would be informational texts about HPV ($\bar{m} = 3.37$), debates ($\bar{m} = 3.23$) and photographs of symptoms and complains ($\bar{m} = 3.18$). Significant differences by sex ($p > .05$) were not found. Factor analysis shows two trends in the type of user based on their preferences (Table 1). It can be observed the presence of two profiles: (1) a profile interested in sharing information about HPV on treatments (.844), prevention (.815) and vaccination (.792) and (2) a second one interested on helping rapid diffusion with supportive graphics (.864),

dissemination campaigns (.851) and debates (.594). Data also indicated that the two components explain a high percentage of the total variance (71.226%), being factor 1 the one that more percentage of the variance explains (47.740%).

Finally, participants were asked to write three types of resources they would like to share. A total of 175 suggestions were registered, the most mentioned were the explanatory videos (17%), the real testimonies (16%) and the images (9%). With less than 1% we find suggestions such as: information on checkpoints, debates, surveys or forums.

3.2. Attitude and preferences of young people to publish information on sexual education or HPV on their walls

In the case of young people intention of publishing information about sexual education in their walls, 61% of the participants answered negatively because of shame, for lack of knowledge, the possibility of arousing suspicion or possible comments; 31% answered that they would do it because there is little information and they should be informed or to help someone they know; and 8% answered that it would depend on the type of content. There are no significant differences by sex ($p = .689$).

Something similar happens when publishing information about HPV, where 61% of participants answered that they would not do it because they consider it a private and personal issue, due to shame, lack of knowledge or possible criticism; 32% would do it to help and inform with maximum diffusion and 7% said that it would depend on the type of content and its relevance. Again, significant differences by sex were not found ($p = .595$). Participants were also asked about the type of information they would publish. Data show a greater interest for information in general as "interesting contents" (G3 / 09), "all types of information" (G3 / 11), "simple content and that comes with clarity" (G1 / 32), "articles, news, debates, testimonies..." (G1 / 17) or "a documentary or informative article" (G1 / 34). 26% specified that they would publish prevention information (G3 / 02; G3 / 18; G2 / 22; G2 / 57) as a "preventive explanation" (G3 / 19) or "prevention and treatments" (G1 / 01). 15% would publish campaigns (G1 / 06, G1 / 22, G1 / 33, G2 / 15, G2 / 49), 9% indicated that they would share real testimonies (G1 / 14; G2 / 64) and some "success stories" (G1 / 08). Also 9% said that they would publish information in the form of images and videos (G1 / 30; G2 / 44; G2 / 47) as "some impacting videos" (G1 / 25) and 3% said they would publish about "HPV vaccines" (G2 / 16). (Figure 1)

Participants were also asked if they would create and post messages about HPV on their walls. Most of them (90%) would not create messages because of lack of knowledge or shame, only 9% answered that they will create and publish them to raise awareness and because there is little knowledge about the matter. Significant differences between groups were not found ($p = .322$).

3.3. Opinion on talking about HPV on its Facebook walls

In relation to young people's opinion by talking about HPV in their walls, 44% of the participants answered it was good or positive since it can help to inform about the importance of the disease and raise awareness, the rest (56%) answered that it was not a good idea because it is not an appropriate place, it is a taboo subject, it would provoke comments or it would seem strange.

"It is useful, valuable and important" (G3 / 11)

"Positive to promote information to the rest of people" (G2 / 40)

"I'm a boy, I'm not interested" (G2 / 32)

"That people would later say a lot of nonsense" (G1 / 11)

"Maybe if people see this type of information they may think something strange about me, a totally incoherent thing" (G1 / 37)

Due to the fact that the opinion of friends is an important factor that can determine whether an individual interacts or not, participants were asked about the opinions of their friends if they saw HPV information on their walls. 31% of the participants indicated that their friends would think that the information is interesting, it would draw their attention and that they will read it or share it. 26% answered that "they would think they or someone close to them is suffering it", 22% that

they would be indifferent, 18% that they would think is strange or rare and a 3% that they would laugh or think that they had the profile stolen.

"I do well sharing it" (G3 / 03)

"They would thank for informing them" (G2 / 06)

"Indifference in most cases" (G2 / 56)

"They would be surprised and not credible" (G1 / 07)

"I'm crazy" (G1 / 22)

"That I have been hacked" (G2 / 53)

In relation to how safe they feel to talk about HPV on Facebook, slightly more than half (52%) feels insecure or totally insecure compared to 30% that were considered safe. Although there are no significant differences between sexes ($p = .430$), in the frequency analysis it is striking that in the group of men there is a large part feeling "totally safe" to talk about HPV while the majority of women feel clearly insecure. (Figure 2)

4. Discussion

It is important to know how our target audience would help in the dissemination of information about HPV on Facebook and how they would react to the information. The analysis shows that many young people would follow a Facebook page about HPV to be informed and discuss with their friends. Among those who would not follow it, highlight the fact that many argued their lack of interest, that they do not think it will affect them or that no family member or themselves were currently suffering from it. This may be due to the feeling of false vulnerability pointed out by other authors (Moyer-Gusé, 2008; Murphy et al., 2013) that makes individuals not perceive certain risky behaviors as dangerous because they do not think than can be affected and do not take the appropriate prevention measures.

We can see that a large number of participants would share information about HPV on Facebook in order to raise awareness and disclose, highlighting two types of users, some more interested in sharing information about HPV, prevention and vaccines; and others in graphics, campaigns and debates. Regarding the type of content about HPV that young people would share, they prefer prevention, dissemination campaigns and articles from specialized sources. They would share explanatory videos, since there are an easy and quick way to consume information, real testimonies because they help to approach the disease, links to articles of specialists that provide credibility, and tables, graphs or informative posters that offer information in a clear and simple way. However, there are certain prejudices related to HPV that make many people not sharing this information and feel insecure about creating messages about HPV or publishing them on their walls because of shame to criticism, rejection or the possibility of their friends thinking they have the disease. These results are similar to those obtained in other research (Zhang et al., 2015; Evers et al., 2013) revealing the need to motivate and educate for the dialogue about sex education and sexually transmitted diseases among young people.

Research on the effects of interaction and *engagement* in social networks have shown how user interactions are evaluated by the rest of users (Turcotte et al., 2005; Warren et al., 2015), for this reason many people decide not to visibly interact with the page or the content so that others cannot relate them to the disease (Evers et al., 2013; Merchant et al., 2014), however, these interactions have a motivating role (Ballantine & Stephenson, 2011; Newman et al., 2011). In this sense, young people's beliefs about what their friends on Facebook may think about interacting with content about HPV will influence their decision to carry out such interaction (Sullivan et al., 2012). Although many participants believe that their friends would find the information interesting, we notice a large number who believe that they would think that themselves or someone in their family is suffering from it, that it would seem strange to them or that they would laugh at them. The analysis shows that this type of beliefs makes participants feel insecure talking about HPV on Facebook because it can be seen by many people, makes them seem vulnerable and they would feel criticized, highlighting the need of interventions that help the understanding of HPV and its normalization among young people, and where users can feel secure of expressing their doubts freely without fear of criticism or prejudice.

5. Study limitations and future research directions

The present research shows some limitations to be taken into consideration in future research. It would be advisable to use a larger and more diversified sample, not only with university students, to obtain general conclusions about the attitude of young people in the dissemination of information about HPV on Facebook. This research offers important information about the preferences of young people and valuable recommendations for specialists that should be taken into account for future interventions on health in social networks.

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Tables

Table 1

Matrix of components rotated ^a content preferences to share

	Component	
	1	2
Informative text about HPV	.719	.325
Graphic photographs of symptoms and complains	.746	.237
Real testimonies	.743	.450
Links to articles	.715	.496
Explanatory videos	.703	.490
Explanatory images	.713	.487
Specialist interventions	.699	.500
Outreach campaigns	.262	.851
Support graphics	.205	.864
Debates	.510	.594
Prevention of HPV	.815	.191
Treatment	.844	.200
Reminder tests and check	.768	.286
Vaccine information	.792	.293
Information about physical information points	.755	.343

Extraction method: Analysis of main components.

Rotation method: Varimax standardization with Kaiser.

a. The rotation has converged in 3 iterations.

Figures

Figure 1

Type of information about HPV that participants would post on their Facebook wall

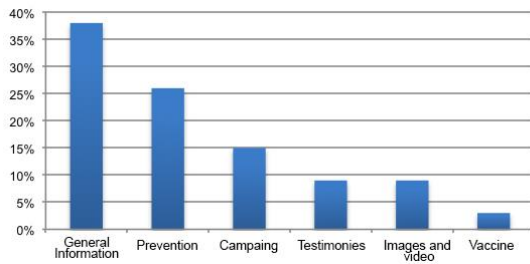
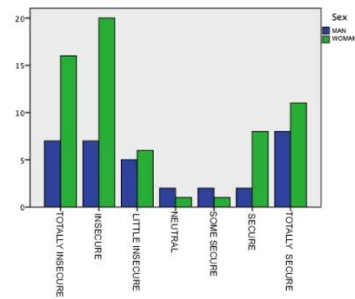


Figure 2

Frequency descriptive *How safe would you feel to talk about the HPV on your wall on Facebook?* by sex



Between Law and Traditions: the Practice of (Non) Participation of Girls from the Albanian Community in Macedonia in the Family Property Inheritance

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Abstract

In the Republic of Macedonia after the state independence (1991) property issues, we have arranged through legal norms, but there are many factors that hamper the correct implementation of the goal set out in the positive norms for property inheritance. In the literature so far, we can find information and analysis of the law, the legal and institutional heritage system, litigation cases, comparative aspects of legal norms, but there is a lack of scientific research on the reasons for the low rate of girls' involvement in the legal part of the family property inheritance which belongs to them. Within this paper, we have analyzed the practical circumstances in Macedonia from the context of girls (non) inclusion in the family property inheritance, or more precisely "voluntary" resignation from inheritance. Rather, in focus of the analysis are the circumstances that affect their resignation. In order to reach the primary data, we realized an empirical study, i.e. a questionnaire survey, including girls (female heirs) from the Albanian community in Macedonia, which have completed the inheritance process on family property within legitimate institutions. Finally, we analyze the data and draw conclusions. Also, suggestions are given to serve the broad academic community, policy-makers, and stakeholders, who may raise issues as a problem that requires special institutional and educational treatment.

Keywords: property inheritance, non-inclusion of girls, Macedonia

Introduction

Guaranteeing the hereditary rights of girls is increasingly growing through a number of legal acts at the national and international level to respect the principle of gender equality. However, their implementation in practice, unfortunately, remains at the mercy of traditional attitudes to society.

Today, guaranteeing the hereditary rights of female heirs in transition countries remains an issue that needs to be devoted attention.

Systems and property rights vary from one society to another, depending on cultural, political and legal factors. Exclusion of women from property puts them in a disadvantageous, unseen and dependent position on men. Generally speaking, denial of inheritance rights definitely affects the economic security and independence of women in society, which is in contrary to contemporary international trends that empower the role of women in the family.

However, patriarchal family organization, from generation to generation, excludes girls from inheritance rights. Also, Albanian girls in Macedonia are still being excluded from family property inheritance, and this is a long-standing challenge that requires more appropriate legal, institutional and educational solutions.

There is an impression that the tendency towards circumventing laws continues because lawmakers have not foreseen all the possible circumstances of misuse, taking into account the tradition as well. This has nothing to do with unlawful actions, but for lack of norms that would hinder a tradition that is contrary to the aim of the law. Moreover, since legal norms should serve the citizens to the practical implementation of the law, and at the same time, it is required to foresee mechanisms for avoiding possible misuse.

Research has provided enough evidence to prove that girls in the inheritance process of family property are victims of culture and tradition which excludes them from their legal right.

The research is structured in two parts. The first part of paper deals with the legal framework; the gap between law and tradition; and good international practices during the inheritance process. The second part analyzes the data onto field research that shows the reality and beliefs of the focus group on issues of family property inheritance.

The study ends with conclusions and recommendations, which aim to outline how to overcome, identified problems or improve the processes of recognizing female inheritance rights.

Purpose of the research

The overall purpose of the research is to look at the reasons that prevent Albanian girls in Macedonia from enjoying hereditary rights and at the same time to contribute theoretically to the provision of data that could serve the wider community.

Examination of the reasons will be made through analysis of legal, procedural and administrative deficiencies that are restricting female heirs from property inheritance and identifying traditional barriers that hinder the participation of female heirs in inheritance.

The study also has other purposes related to the main purpose: proper information on the real situation regarding inheritance practices; raising female heirs awareness of their inheritance rights and procedures to be followed; promoting legal and procedural reforms in accordance with best international practices that can contribute to gender equality in inheritance; improving access to the treatment of inheritance issues by the competent bodies.

Material and method of work

For the proper study of the situation regarding the hereditary rights of Albanian female heirs in Macedonia, methods of theoretical, empirical and comparative analysis have been used. At first, a qualitative analysis of the impact of legal provisions on hereditary relationships has been made. Subsequently, comparative methods were used, due to their impact on the practical implementation of customary norms and legal norms.

Materials from the literature and field research materials have been used. Literature has been reviewed in order to analyze tradition, legislation, and practice referring to the inheritance of family property by Albanian daughters in Macedonia. The method of analysis has been focused on normative acts, research findings and conclusions drawn.

The survey included the implementation of a questionnaire, dedicated to randomly selected respondents. Direct meetings were held with respondents to give their answers, and additional discussions were held regarding the clarification of the opinion on their inheritance experiences. The data obtained were processed according to simple quantitative and qualitative methods of analysis.

Literature overview

According to the statistical data from the last census of 2002 in the Republic of Macedonia live 2,022,547 of which over 509,083 (25.17%) are citizens of the Albanian community (SSO, 2002:20). The majority of the Albanian population is located in the western part of the country, namely the Polog region, where it is evident the parallel functioning of social and legal norms, in terms of inheritance (Memeti, 2017:4). Here, it is interesting to note that women, according to Islam, have inheritance rights (Roald, 2001), while the Kanun advocates the opposite (Boman and Krasniqi, 2012:11)

The Kanun is a set of traditional Albanian laws, developed by Lekë Dukagjini and composed of 12 books and 1,263 articles. The Kanun was codified in the 15th century and it has been used mostly in northern and central Albania and surrounding areas formerly in Yugoslavia, where there is a large ethnic Albanian population; Montenegro, Kosovo, and Macedonia. The influence of tradition on inheritance issues is described in the marriage section of the Kanun, where only the sons are recognized as heirs and not the daughters. The rules of inheritance have been defined in Chapter 8, "A wife doesn't receive a share of inheritance either from her parents or from her husband". The reasons for this are the following: "a) To prevent her sons from settling in the home of her uncle who has no heirs; b) To prevent the woman's parents from settling in the home of her husband who leaves no heirs; c) To prevent the clan of one Banner from mixing with the clan of another Banner".

By tradition, real estate is held on behalf of the older son, because the family land has been kept for generations and shouldn't be transferred to others after the father's death. It is a tradition practiced in families with more descendants, to live together in a large family house, where each of the brothers gets a part of the home for the family themselves. In cities, this traditional pattern of life rarely happens, though can be found a half-split homes, brothers' homes, or multi-family dwellings (Joireman, 2015: 234-50).

Real estate, particularly house and family land, is transmitted to the male line. A briefing issued to the Human Rights Committee in 2007 notes that "property is usually left solely to male heirs" (Frishchik & Duarte, 2007:4).

It has strong resistance to transferring property to female heirs and transferring it outside the family of origin. If female heirs seeking family property inheritance, they often face considerable obstacles, as they are thought to embarrass their family, and hurt family relationships, especially with their brothers. Many women choose to give up their property rights because of these social norms (USAID, 2016:162).

The patriarchal model is said to have been particularly intensive in traditional village communities, but certain authors find this model as still very alive and present in the contemporary Balkan context (Kaser, 2008).

It is thought that if the daughter obtains a part of the real estate than she enriches another family and not hers (Mircevska, 2008:476). Only sons can enrich their families through people and property; they are the representatives of the clan, and it is thereupon that all land and livestock remain with them (Erich, 1964). The traditional environment, as no other, shows resistance to any modern legal regulations, which are unfamiliar and distant and do not consider the current stage of societal development and family relations, although the influence of tradition over all spheres of human life has fallen over recent decades (Mircevska, 2008:478).

When it comes to the status of the woman in the family in the Macedonian traditional culture, states that "inside the family structure on an existential level, the position of the female heirs wasn't as unfavorable as we can sometimes read it was. Practically, there are only very few examples of families where inside the family relations, the male group has significantly more important place than the female one" (Svetieva, 2002:115-124). In another study in this area, including the citizens of the Macedonian community, tradition has affected only 25% in the decision on inheritance; the decision for inheritance has been shared by all the 88% inheritors; while hereditary girls and boys maintain that they have the equal right to the inheritance of the parental property 93% (Mitrevska, 2017:26).

The term "patriarchal" is not fair to describe the status of women in the contemporary context, so some authors oppose its widespread use (Risteski, 2002: 91-115; Cvetanovska, 2014: 121-140).

By empowering women's position in the private and public sphere, the necessary conditions for changing the deeply entrenched patriarchal consciousness are acquired, thus establishing strategies for gender equality as a necessary condition for the modern developmental processes" (Stjepanović-Zaharijevski, 2006:233-243).

Today, there is a potential to question the thesis of re-establishing traditionalism in the context of the status of female heirs. According to this interpretation, the "woman" does not necessarily have to be treated as humble, dominated, trivial, etc. (Gajtanoska, 2017:614).

The legal framework

The hereditary right in Macedonia should be analyzed through the following acts: Family Law (2014), Law of Property and Other Real Rights (2001), Law of Inheritance (1996) and Law on Equal Opportunities between Men and Women (2006).

The Law on Inheritance explicitly stipulates that men and women have the same rights to inheritance (CEDAW, 2004:13). Article 3 specifies that "citizens are equal to inheritance". However, it is possible to exclude the descendants in inheritance proceedings under special conditions (Article 46) and to resign their inheritance (Articles 128-131), which creates opportunities for misuse to the detriment of the interests of female heirs. This legal definition contradicts the tradition of continental Europe, where most of the property is reserved for children and must necessarily be equally divided between them (Vangjeli, 2010:55-77).

The inheritance process in Macedonia has been regulated through some legal rules. Law on Notary (2007) freed the Courts from the workload and opened the possibility for citizens to realize their rights, especially those related to inheritance, while

with amendments to the 2008 Law on Obligations and the 2008 Nonlitigation Procedure Law, notaries gained greater powers over inheritance and ownership. Based on the Law on Obligations, notaries have acquired the right to draft a lifelong contract and the transfer of property during their lifetime, which was previously under the jurisdiction of the Court. In addition, notaries have acquired the right to draft such contracts as a notarial act (Article 4). Upon approval of the Nonlitigation Procedure Law, notaries became trustees of the court and gained competencies regarding the treatment of inheritance (Articles 131-141).

Like any other legal issue, as well as the property inheritance, it requires knowledge of the law, the judicial-notary process, and its implementation. As far as knowledge is concerned, girls do not always know that they have the legal right to inherit from their parents. The fact that feminine legacy is unknown in their tradition does not encourage the titular to read the law. As far as the second obstacle is concerned - the lack of knowledge of the judicial and notary process, from the moment of the death of the parent from which the property is inherited, until a decision on the division of property is required, a personal commitment to participation in the inheritance process is required, which is also related to statements and sometimes even disputes that may also lead to court proceedings. The third legal obstacle-enforcement of the decision and the transfer of inherited property, the payment of the notarial fees related to the transfer of ownership, then the registration in Cadastre etc., is also an additional commitment requiring dedication, time and financial expenses.

The gap between law and practice in Macedonia seen by the international community

An impression was expressed that the process of democratization in Macedonia didn't lead to the implementation of the laws in practice and that it has a significant difference in laws and practice. Moreover, reports and research conducted by international institutions confirm the gap between law and practice.

At world level, in the framework of the study conducted by the OECD Development Centre's Social Institutions and Gender Index (SIGI), as a cross-country measure of discrimination against women in social institutions (formal and informal laws, social norms, and practices) across 160 countries, only in 55 states women are guaranteed the same inheritance rights as men, both in law and in practice (OECD, 2014:6). The study highlights countries with very low levels of gender discrimination in social institutions, which are characterized by strong legal frameworks and measures ensuring gender equality, where women and men have equal rights and heritage (Argentina, Belarus, Belgium, Czech Republic, France, Italy, Serbia, Slovenia, Spain, etc.). Meanwhile, Macedonia falls into the group of countries with a high level of gender discrimination in social institutions, characterized by inconsistent legal frameworks covering family code, inheritance, and access to women in resources; the strong influence of customary practices and parental authority (OECD, 2014:7).

Particularly in the annual reports of the European Commission on Macedonia's Progress, the European Commission underlines:

"Notwithstanding some progress towards gender equality for women from ethnic minorities, discriminatory customs and traditions, along with stereotypes, remain very present" (Report, 2008:52);

"The practice of family voting, along with other discriminatory customs, traditions and stereotypes, are still widespread and undermines women's basic rights" (Report, 2009:18); Support for activities and initiatives aimed at combating discriminatory customs and traditions and stereotypes remains insufficient (Report, 2009:54; Report, 2010:54; Report, 2011:54, Report, 2012:47);

"Discriminatory customs, traditions and stereotypes are widespread and undermine women's basic rights" (Report, 2010:18, Report, 2011:18, Report, 2012:15);

"Discriminatory customs, traditions and stereotypes remain significant, capitalizing on underlying regressive trends in society" (Conclusions, 2013:37); "Discriminatory customs, traditions and stereotypes remain significant and are open to exploitation and the fostering of regressive trends in society" (Conclusions, 2013:44);

"Gender stereotyping persists and further measures are needed to combat double or multiple discrimination, particularly against Roma women" (Report, 2015:59);

"Public awareness of gender equality is lacking and gender stereotyping persists" (Report, 2016:61)

Best international practices in the inheritance process: the notary's role

Some European countries, in their legal system, have the most appropriate and proven solutions in practice that can improve the inheritance process in Macedonia as well. Below we will briefly review those legal provisions, which relate to inheritance contract, notarial contract, the Register of Wills and the principle of universal inheritance.

One of the basics of an inheritance, in addition to will and law is *the Heritage Contract*, which has priority to the application before the Will and law. The inheritance contract is defined as "a legal act by which the contracting parties regulate inheritance to themselves or for the benefit of a third party" (Pravni leksikon, 1964:967). The inheritance contract differs from the contract for lifelong support for two main characteristics: the decedent doesn't have the inheritance share, which is legally guaranteed to the heirs, and the heirs inherit the rights and obligations of the decedent.

In comparative terms, the inheritance contract is foreseen in Germany (Section 1941 BGB), Austria (§ 602 ABGB Erbverträge), Switzerland (Article 468 Civil Code), Spain (Art.658 and 892 Civil Code), Czech Republic (Section 1582-1593 Civil Code) and in other countries. Comparative laws foresee different solutions for contracting parties to the Heritage Contract. According to German and Swiss law, the inheritance contract can be concluded between each person. Otherwise, according to French law, the property gift agreement in the future may be related only to the spouse (Code Civil, Article 1091-1099), and may only be made to the benefit of their offspring. Even the Austrian Civil Code allows the signing of a Heritage Contract only between spouses (§602 and §1249 ABGB).

In its form, the Heritage Contract is a formal act. According to the German and Swiss law (Article 512 Swiss Civil Code), it can only be made in the form of a public document by the notary in the simultaneous presence of both parties, according to the rules for the compilation of a Public Will. However, in practice, the Heritage Contract is drafted by the notary in the form of a public document to be confirmed by another notary or two witnesses (Echer, 2002: 71; Stojanović, 2003:165).

The Subject of the Heritage Contract is the whole inheritance or part of the inherited property. However, the freedom to make the Heritage Contract is legally limited to the indispensable part (Article 2303 German BGB, Articles 912-917 French Civil Code). In the case of a breach of the necessary part, the heirs may apply for a reduction of the Heritage Contract.

Another good international practice is *the Notary Testament*. There are often situations where neither the heirs nor the notary who carries out the hereditary procedure knows that there is a will; therefore the inheritance is divided according to the Law on Inheritance. If, after the Decision of the inheritance, a later will be found a testament, then another decision should be taken to revoke the Inheritance sharing Decision. Also, there are cases when one of the heirs knows the content of the Will, so it does not show it. As a result of these circumstances, due to the lack of legal norms for evidencing the Wills, a violation of the principle of legal certainty may occur, and this puts into question the will of the decedent.

In Macedonia, the existence of the notary's will is not foreseen as a special type of testimony within the Inheritance Law. According to Article 58 of the Law on Notary, notaries may draft testaments in the form of a notarial act, according to the provisions that fall to make a judicial testament. Unlike Macedonia, the notarial testament is recognized in comparative law (Ristov, 2012: 70-82). The notary testament is envisaged in the countries of the region: in the Montenegrin legislation (Article 69 of the Law on Heritage), Croatia (article 32 of the Law on Heritage) and the Republika Srpska (article 72 of the Law on Heritage).

There are different models of Notary Testament: without the presence of witnesses (Germany, the Netherlands, Spain, Russia, Poland, Serbia); with the presence of two witnesses (Bulgaria, Italy, Turkey, Czech Republic), with three witnesses (Greece); or instead of witnesses, the participation of another notary –Belgium and France.

Also, in comparative law, there are laws that regulate *the Testament Registry* as a system that enables the heirs and competent authorities to be aware that the deceased has left a Will and where it is located. According to the provisions of the Dutch Civil Code, the notary is obliged to notify the Central Register of Wills that he has prepared a testament or has been submitted to him to hold it (Garb, 2004:435). These testaments remain to be kept by a notary, while extraordinary Wills are sent to the Central Registry of Wills (Title 4 Dutch Civil Code). After the death of a person, the notary is obliged to look at the Central Registry if the testator has drafted a Will. Similarly, the Czech Notary Chamber is responsible for administering the Central Registry of Wills (division 2, Czech Republic Civil Code), which presents a list of public Wills and those deposited by notaries. The notary who compiles a testament is obliged to notify the Central Registry.

This reform process has also begun in the countries of the region. Croatia's Law of Inheritance (2003) has foreseen the Testament Register, which is administered by the Notary Chamber (article 68). The registration of testament data is done

on a voluntary basis and has a declarative character (Klarić & Vedriš: 2006:751). Following the Croatian example, Montenegro also made changes to the Law on Inheritance (2008), envisioning the Testament Register, as a public document kept by the Notary Chamber in accordance with the Regulations of the Ministry of Justice. The data on the Registry of Wills, upon the request of the decedent, must be submitted by the competent courts, notaries, lawyers, and persons who have made a testament. Data cannot be made available to anyone before the decedent's death, except for the person he has specifically authorized for this purpose.

As a safeguard to guarantee inheritance rights, Germany has laid down *the Principle of Universal Succession* (Section 1922 German Civil Code), where all heirs legally inherit the property of the deceased person at the time of death without the need for legal proceedings. Heirs who want to give up their inheritance can do so within 6 weeks after the death of the decedent, respectively 6 months if they live abroad (Section 1944 German Civil Code). Each heir should be given full information on the value of the property he is giving up as well as his claims on the inheritance. Heirs then have the opportunity to jointly agree on the division of property or the sale of their share where co-heirs have the right of priority for the purchase.

Results from the research

The questionnaire used in this research is composed of 17 questions. It is designed to include data on the demographic and socio-economic status of respondents, as well as responses to their perceptions of hereditary rights. It is worth mentioning that research involves only female gender, and is limited to Albanian female heirs in Macedonia.

Field research was conducted on the basis of a questionnaire consisting of general questions about the situation regarding inheritance and female heirs attitudes about property inheritance, questions that try to obtain data from female heirs what their attitudes are about property inheritance, in general, focusing more on determining the system of values in society in terms of property inheritance.

In this survey, 508 female heirs over the age of 18 were included. Within the Questionnaire there are seven questions related to the following variables:

1. *Residence* - Village (50%), City (50%);
2. *Age* - 18-30 (6%), 31-40 (31%), 41-50 (35%), over 51 (30%);
3. *Marital status* - Married (70%), Unmarried (16%), Divorced (4%), Widower (10%);
4. *Education* - Uneducated (2%), with elementary school (32%), High school (52%), with faculty and more (14%);
5. *Employment status* - Unemployed (76%), Employed (24%);
6. *Net monthly household income in €* - Up to 150 (18%), 150-250 (21%), 250-350 (22%), 350-450 (24%), 450-550 (12%), over 550 (3%);
7. *Number of members in the family* - One (2%), Two (9%), Three (31%), Four (40%), Five (18%), Six and more (2%).

While ten other questions have to do with respondents' perceptions of the issues that are a matter of research

Questions/Answers	Yes	No	I have no answer
Do you know about your legal right and the procedures to be followed in the inheritance of parental property?	52%	39%	9%
A significant proportion of female heirs (52%) have knowledge of their right to inheritance (although they do not know the inheritance procedure in the competent institutions); another part (39%) has no knowledge of the laws and procedures to be followed in realizing the right to inherit; while a smaller part considers that they have no interest in recognizing inheritance laws and procedures (9%).			
Have you requested within your family the legal title of your inheritance?	32%	62%	6%
The female heirs seem to be influenced by the tradition in their attitudes regarding the requirement to be part of the family heritage. Most (62%) did not request parents to participate in the inheritance. Only 32% have shown interest in participating in the inheritance of parental property, while 6% are still unspecified. The reasons for this inactivity can be found in the female heirs conviction that "they will be judged by the family and the society," and the great concern for maintaining relationships with parents and brothers.			
Have you inherited a portion of the property of your parents, legally entitled to you?	25%	69%	6%
Every ¼ of the female heirs have received a share of their inheritance, and this has mainly resulted from other circumstances (divorce, poor financial condition, husband's pressure, etc.) as the financial solidarity from her family to the female heirs real needs. Most (69%) did not inherit property from their parents, while a small part (6%) did not answer this question as the inheritance process had not yet been completed (mainly girls of younger age). Female heirs excluded from inheritance consider that at least a symbolic			

part of the inheritance should be given to the daughters.			
Do you have an understanding with your parents about the inheritance of the property in your part?	20%	77%	3%
There is a belief in most respondents (77%) that there is no understanding of the male part of the family about the issue of female heirs' inheritance since women are still considered to be dependent on men and the transfer of property to a daughter implies transferring property to the groom. Only 1/5 of the female heirs consider that the discussion about inheritance within the family does not present any disadvantages in family relations and that there is understanding between the inheritors. While only 3% do not find it reasonable to answer this question.			
If you have inherited property from the parents, are you treated as an heir equal to the brothers?	9%	83%	8%
We cannot yet speak about gender equality in heritage issues. In fact, the majority of the respondents (83%) considers that they are not treated equally in the inheritance process, despite a minority (9%) who has the inheritance equality experience, while 8% did not have an answer.			
Has the tradition played a role in your resignation from property inheritance?	85%	11%	4%
In the inheritance process, tradition has a key role. Thus, there is considerable conviction among the respondents (85%) that tradition plays a decisive role in the division of family property between male and female heirs. This is related to the "obligation" for allegedly rendering a voluntary declaration of resignation from property inheritance. Only a few surveyed (11%) consider that their families have overcome barriers of tradition, while 4% have no answer.			
Do you think that the mentality and patriarchal traditions that have to do with the inheritance of property need to be changed in the future?	72%	15%	13%
Patriarchal mentality and patrimonial tradition of property inheritance are considered to be changed (72%) while there is still a small and conservative number (15%) of women who are convinced that the tradition should be maintained, while 13% have not responded.			
Did your participation in the inheritance of family property have adversely affected the relationship with the parents/brothers?	73%	25%	2%
Female heirs' requests to participate in the property's inheritance have a significant adverse impact on relationships with family males (73%). Every ¼ of the female heirs are convinced that their inheritance demand has not dampened their relationship with the family, while 2% have no answer.			
In the circumstances of more advanced gender equality in society, would you seek to be equal in the inheritance of parental property?	89%	3%	8%
Respondents almost agree (89%) that in normal circumstances when both parents and brothers would understand the inheritance issue fairly, within a society where gender equality would have been previously achieved, then it would be possible to talk about equality of inheritance of property. Only a few respondents (3%) think that they will not seek property inheritance from parents, while 8% have no answer.			
In a process of inheritance of your property, would you have divided it into equal shares for boys and girls alike?	38%	52%	10%
Finally, respondents were placed in the role of a parent who would divide the property among his own children. Thus, a considerable part (38%) has the conviction to change the tradition in favor of daughter heirs, increasing their share in the inheritance of family property. Still, the majority (52%) maintains that only boys should be inheritors of family property, while 10% have no answer.			

Conclusions

Starting from the results of the research, we have come to these final findings:

The current practice regarding the inheritance of property by Albanian female heirs in Macedonia is contrary to the goal of positive legal norms and international law on gender equality, and as such it should be excluded.

Positive legal norms are insufficient to deal with traditional practices, so there is a need for more precise regulation. Thus, legal changes are needed to avoid deficiencies as a preventive measure against circumstances where women's legal rights may be violated. This requires a great deal of effort by the Government, respectively the Ministry of Justice, the courts and notaries to eliminate the omission of gender equality in inheritance issues.

Female heirs are pressured to renounce their rights through family expectations and tradition, while legislation covering the inheritance issue lacks protective measures for persons who are forced to resign from their inheritance right.

The exclusion of female heirs from inheritance affects their economic power and social status in society, while the inclusion of girls into inheritance would have empowered their role in the husband's family.

In rural areas, the inclusion of female heirs in inheritance is lower than in urban areas, though urban female heirs are considered to be inherited in small percentages compared to male heirs in the family. Rural women are biased by tradition and living experience, as marginalized, economically dependent on the husband, uneducated and overburdened with housework, farming, and livestock.

There is a connection between the education level of girls and the realization of the right to inheritance since the educated daughter has more awareness and is more persistent in the right to inheritance.

With the emancipation of girls in contemporary families, the issue of inheritance remains more family and personal than traditional and stereotyped, while parents and brothers are beginning to correctly understand the issue of gender equality and inheritance in particular.

The inheritance situation shouldn't be understood as a war between the sexes, as today there are families who have a very moderate approach in respecting gender equality in inheritance, while the girls come out in substantial material support, housing, schooling, car, etc.

In conditions of contemporary democracy, the traditional patriarchal model is in the weakness due to the empowerment of women in politics, education, and institutions. Thus, families are not as patriarchal as in the past, and today women can be seen as deputies, ministers, mayors, directors, teachers, professors, doctors, lawyers, judges, and so on.

Suggestions

Legal amendments should emphasize that civil laws will prevail over customary laws and practices that discriminate against female heirs during the inheritance process.

Institutions at central and local government level with competences on gender equality should monitor the situation regarding inheritance, and propose measures to reduce the differences that occur in practice, but also develop campaigns to educate the population on the importance of gender equity in inheritance.

Civil judges and notaries, as competent persons in inheritance processes, should be trained and encouraged to respect full equality in the inheritance process in the spirit of the law.

New generations in the school should be educated about gender equality, including issues in the area of property rights. In this regard, specialized staff from the Ministry of Education and the Ministry of Justice should be engaged through specific programs to help overcome stereotypes in society in the younger generation community.

Civil Society Associations should be more active through projects in informing the population of legitimate inheritance rights, especially in rural areas. They should do: campaigns, meetings with citizens, and distribute leaflets and other educational materials, information and promotional brochures in all municipalities; raise public awareness through TV spots, electronic platform discussions. All this, to encourage and raise awareness among parents, for an equal access to property sharing between boys and girls.

Civil Society Associations for Women's Rights should be involved in the preparation of legal changes to inheritance. So the lawmaker should include in consultations and take into account their suggestions regarding future legal changes.

As a result of comparative experiences and socio-economic changes in Macedonia, the lawmaker should seriously consider entering into the legal system of the inheritance new elements such as: Heritage Contract, Notary Testament, Registry of Wills, and the principle of Universal Succession.

As a minimum safeguard measure that needs to improve the current situation, the competent court should hold a separate hearing with the heirs who express an interest in renouncing their inheritance rights by ensuring that they have been fully informed for their legal rights, the value of the hereditary estate, the location of the property. This rejection of interest should be done voluntarily, with legal representatives, through documents in a simple and understandable language.

In cases where there is no identified heir who wants to give up, heirs who have brought the case to the notary or judge should be required to swear that they aren't excluding any known heirs.

An issue that remains to be explored in the future may be: *If the expression of the heir's resignation to the competent institution (notary) is voluntary or influenced by the above-mentioned circumstances, and how the notary can affect the fair*

expression the will of the resigning party? This is necessary since the statement of resignation (as evidence) is likely to be motivated by the aforementioned factors and as such, it shouldn't have this weight of the inheritance stage because it is given under pressure and against the will.

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Organizational Culture Management Challenges

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Abstract

Healthy organizational culture is an important condition for the long-term stable successful functioning of the organization. It is important for the organization to share the understanding and interpretation of culture, forming healthy attitudes, complex of values, developing strategies for combining personality and organizational cultures, ensuring compatibility with universal humanitarian values of organizational culture. Our research carried out by the Human Potential Management Laboratory is linked to the identification of the main characteristics of organizational culture at Ivane Javakhishvili Tbilisi State University (TSU), revealing of challenges and elaboration of appropriate recommendations. TSU is the oldest higher educational institution in Georgia and also in the Caucasus region. It is the largest university in Georgia, where the best students are enrolled from all regions of Georgia. The established norms of culture, the forms of relations, the system of recognized values here extend not only to the personnel but also to the younger generations that represent the country's significant intellectual potential. The culture they have accepted affects the cultural value system of the country in general. For analysing organizational culture we have used the analysis of its expressive components, such as history, traditions, material symbols, language; Beliefs - understanding how the goals and ideas are related to each other; Routine behaviors established in the organization; Norms shared by groups). The dominant values - the firm, long-term belief of what is important; Expectations - Understanding how events will develop in the organization; The philosophy of organizational policy that determines the attitudes towards the employees, customers (the students); Rules of the game existing in the organization; Climate of the organization; Innovation and the ability to risk; Artifacts - aspects of organizational culture that you can see, hear and feel. The work was based on the qualitative and quantitative research. We studied not only the normative grounds for determining the organizational culture, but also developed hypotheses, we made a questionnaire. 34 closed and 2 open questions were answered by survey respondents. The survey covered 458 representatives of the Faculty of Economics and Business: Bachelor's, Master's and PhD students, academic and administrative staff. The study has shown that a strong culture is established in the organization, it was found that the influence of the socialist system on it is very high. It needs a great effort to change if needed. It has been revealed that the culture is not managed by open methods, it is less visible that it is an immediate objective of managing management, and its primary expressions are formed as a result of the interaction of normative regulators and individual interpretations of the activity. As a result of the research it has been revealed that the attitudes of different focus groups towards the same event differ, as well as the perceptions of respondents from different categories about cultural trends in the organization. It is interesting that radically different positions have been revealed among the respondents of one category towards certain issues, which gives the basis for making important conclusions. The conducted survey is a kind of supplement to the results of the earlier research carried out by us, which deals with the issue of improving management at higher education institutions in Georgia and in the post-Soviet space in general.

Keywords: Organizational Culture Management, Management of Higher Education Institutions, Post-Soviet Organizational Culture.

Introduction

Healthy organizational culture is an important condition for the long-term stable successful functioning of the organization. It is important for the organization to share the understanding and interpretation of culture, forming healthy attitudes, complex of values, developing strategies for combining personality and organizational cultures, ensuring compatibility with universal humanitarian values of organizational culture.

A healthy innovative and agile culture creates a real competitive advantage by attracting and maintaining talents (Michels, 2017). For the successful management of the organization, it is important for the managers to think about company's values, the staff's confidence and vision rather than even market forces, competitive positioning and resource advantages (Cameron & Quinn, 2006).

The disadvantages of organizational culture in modern digital environment are the most impeding factors of the organization. Among them are functional and departmental problems, fear of taking risks and even concentrating only on customer interests. According to the research, cultural and behavioral challenges were named as the most basic factors among 10 impeding factors of digital effectiveness (Gorann, LaBerge, & Srinivasan, 2017).

Our research carried out by the Human Potential Management Laboratory is linked to the identification of the main characteristics of organizational culture at Ivane Javakishvili Tbilisi State University (TSU), revealing of challenges and elaboration of appropriate recommendations. TSU is the oldest higher educational institution in Georgia and also in the Caucasus region. It is the largest university in Georgia, where the best students are enrolled from all regions of Georgia. The established norms of culture, the forms of relations, the system of recognized values here extend not only to the personnel but also to the younger generations that represent the country's significant intellectual potential. The culture they have accepted affects the cultural value system of the country in general.

For analysing organizational culture we have used the analysis of its expressive components, such as history, traditions, material symbols, language; Beliefs - understanding how the goals and ideas are related to each other; Routine behaviors established in the organization; Norms shared by groups);

The dominant values - the firm, long-term belief of what is important; Expectations - Understanding how events will develop in the organization; The philosophy of organizational policy that determines the attitudes towards the employees, customers (the students); Rules of the game existing in the organization; Climate of the organization; Innovation and the ability to risk; Artifacts - aspects of organizational culture that you can see, hear and feel; (Coulter & Robbins, 2012).

The work was based on the qualitative and quantitative research. We studied not only the normative grounds for determining the organizational culture, but also developed hypotheses, we made a questionnaire. 34 closed and 2 open questions were answered by survey respondents. The survey covered 458 representatives of the Faculty of Economics and Business: Bachelor's, Master's and PhD students, academic and administrative staff.

In order to improve TSU management system, this study together with other surveys conducted by us (Kharadze, Natalia; Gulua, Ekaterine, 2016), (Kharadze, Natalia; Gulua, Ekaterine, 2016), aims to identify the deficiencies in the university management system and find ways of their solution.

Research covered three main directions: types of relationships among organization members; culture Management and its perception by organization members, satisfaction level in the organization.

As a result of filtration, we have chosen different types of respondents to identify such factors as Q1 Q19, with the use of statistics we had an opportunity to analyze the connection of respondents with different status to specific variables.

We have formulated the following hypothesis:

H1: The status (Q1 - undergraduates, master students, PhD students, academic personnel and administrative personnel) affects the variable Q3 (How often do you agree with your colleagues' opinions?);

H2: The status affects the variable Q4 (Are you sympathetic towards the colleagues?);

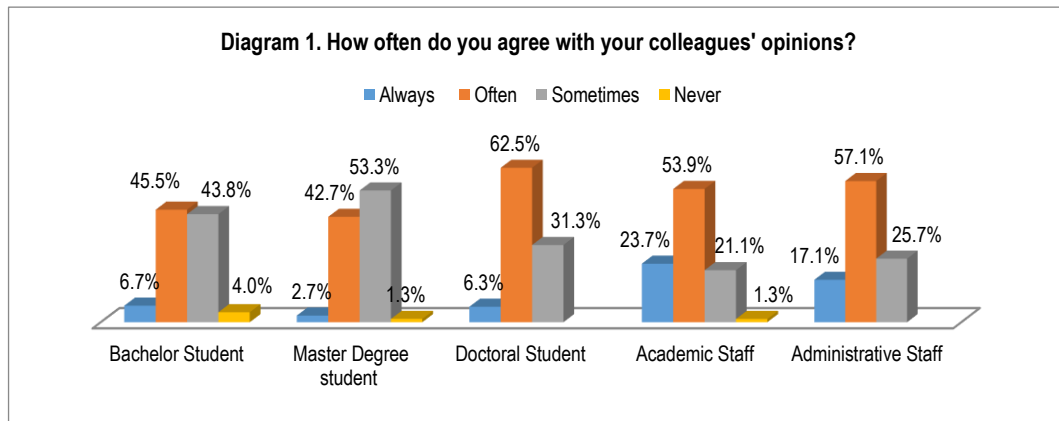
H3: The status affects the variable Q5 (Do you feel the existence of clearly expressed common goals with members of the collective?);

H4: The status affects the variable Q6 (Do you have to be in your desired organizational climate?);

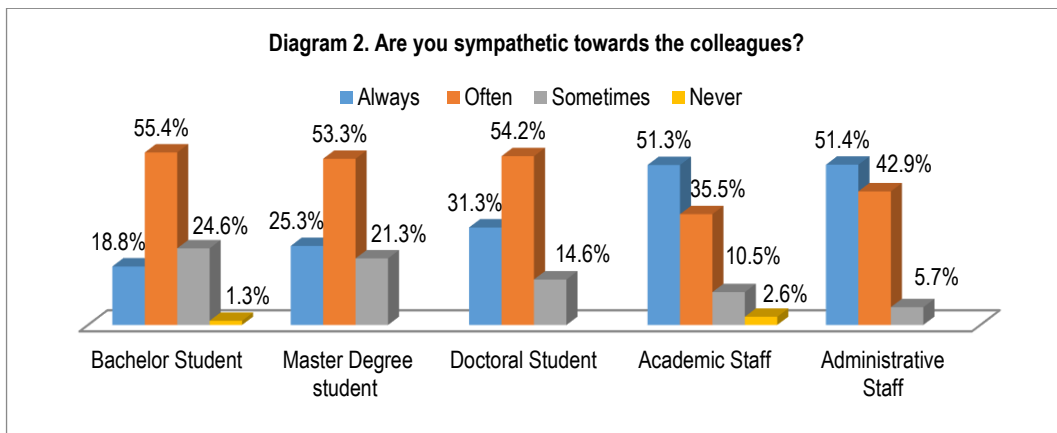
- H5:** The status affects the variable Q7 (Are you satisfied with the content of the work?);
H6: The status affects the variable Q9 (After having done your work especially well are you encouraged non-materially?);
H7: The status affects the variable Q12 (Do you have to maintain the organization's traditions?);
H8: The status affects the variable Q13 (Would you move to another Georgian university if there were an offer?);
H9: The status affects the variable Q14 (Is there an acceptance of group's dominant rules and practices without any hesitation?);
H10: The status affects the variable Q19 (Which form is acceptable for addressing in the relationship between the professors and students?);

Among the respondents 49% was undergraduate students, 16%- master students, 10%-PhD students, 17%-academic staff and 8%-administrative staff. Among them were 39.2% of women and 59.8% of men.

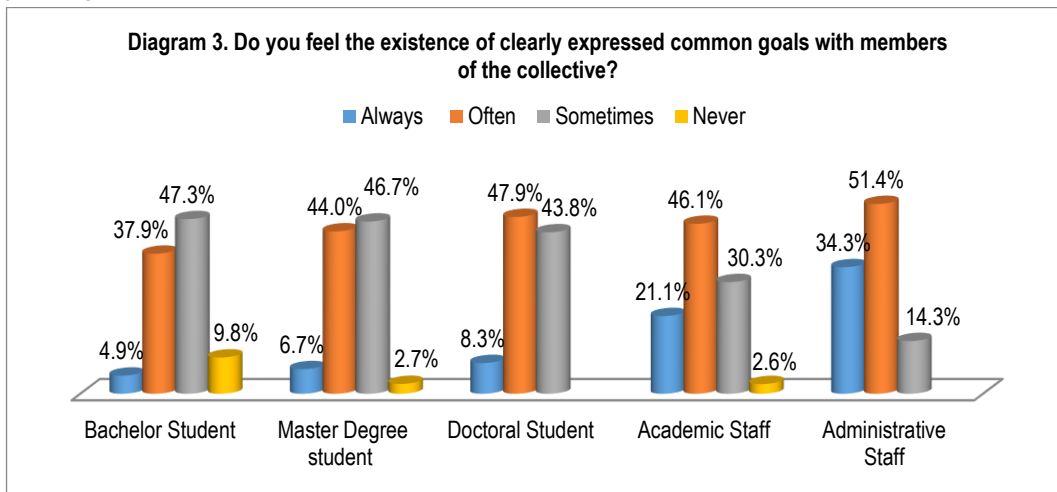
It is interesting to see how often the colleagues and the members of the organization share their opinions, because by this attitude it becomes clear how well-disposed they are towards each other. Because the mood gives you the opportunity to work in unison and work efficiently. The study has found that 49% often share their opinions; 41,3%-Sometimes and almost never. The Crosstab Study has shown that bachelors, master and doctoral students share their views the least and it is also interesting that if 23.7% of the academic staff always share each other's views, this indicator is relatively smaller and constitutes 17.1%. This is when the administration is influencing management processes and establishing a healthy climate in the organization (**Diagram1**).



So it was not surprising that 20.3% of the total number of respondents indicated that they are sometimes or almost never sympathetic towards each other. Only 29% is "always" friendly to colleagues. Consequently, each other's views and positions are not shared. 74% of Bachelors, 78% of Master students, 85% of PhD students 86% of Academic Staff, and 93% of Administration are always and often well-disposed towards their colleagues. We can suppose that the more close relationship between certain status respondents is, the higher the level of sympathy. The quality of students' involvement in the university life is low, which can be explained by various reasons (**Diagram2**).

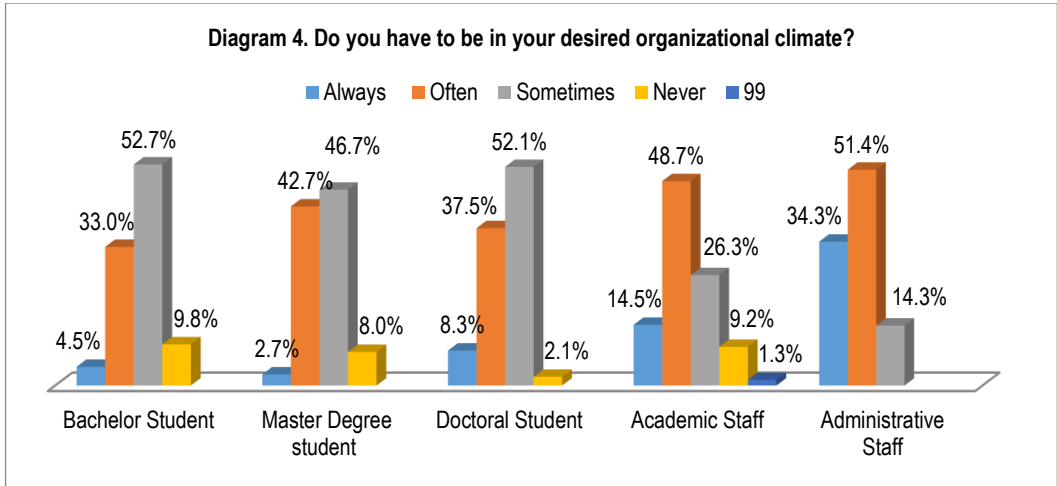


For establishing as a self-organizing system a collective needs to go through a three-step process: At the first stage individualism prevails in human actions, they get to know one another and try to show their abilities, at the second stage they get closer to one another, certain norms of behavior are established, at the last stage it reaches stabilization and joint goals are formed. (Armstrong, 2000). Thus, it is interesting to know whether the members of the organization can realize having a common goal. As it turned out only 10% of respondents always felt clearly expressed common goals with the members of the team, often felt - 42,4%, sometimes felt - 41.5% and almost never felt - 5,7%. The results have confirmed that the stages of collective formation have not taken place at the appropriate stage in the organization. The existence of clearly expressed general objectives with the members of the collective team is felt by 4,9% of the undergraduate students, 6,7% of master students, 8,3% of doctoral students, 21,1% of academic staff and 34,3% of the administration. The academic personnel, together with the administrator and the student of each level, must formulate the aim for ensuring the team work to achieve a common goal. The feeling of such unity is not observed at any stages of teaching, which makes us think that a student, academic personnel and administration are not the ingredients of a united system around the common goal (Diagram3).

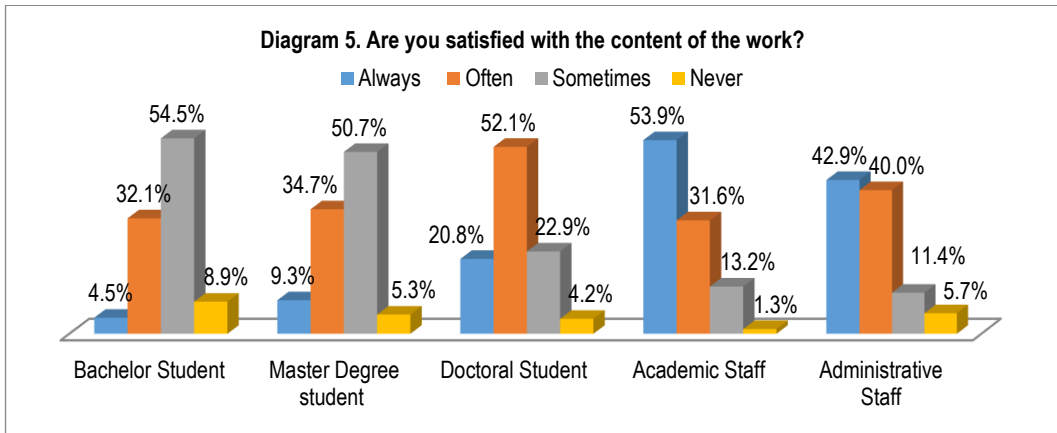


Only 47.6% of respondents report that they are in the desired organizational climate. In this regard, negative attitude is shown by 52.2%. The role of the collective is important in the life of any human being, they are recognised and appreciated in the collective. They support one another. What is more important, the creation of a psychological climate of the collective results from interdependence, which is affected by the quality of each member's satisfaction. The present data proves that

the satisfaction indicator of the collective members is low. 4.5% of the undergraduates, 2,7% of master students, 8,3% of doctoral students, 14,5% of academic staff and 34,3% of the administration feel completely that they are in the preferred organizational climate. The results show that certain categories of respondents avoid negative assessments or enjoy certain advantages and are under more attention than professors and students while the main force in the university is a student and a professor (**Diagram4**).

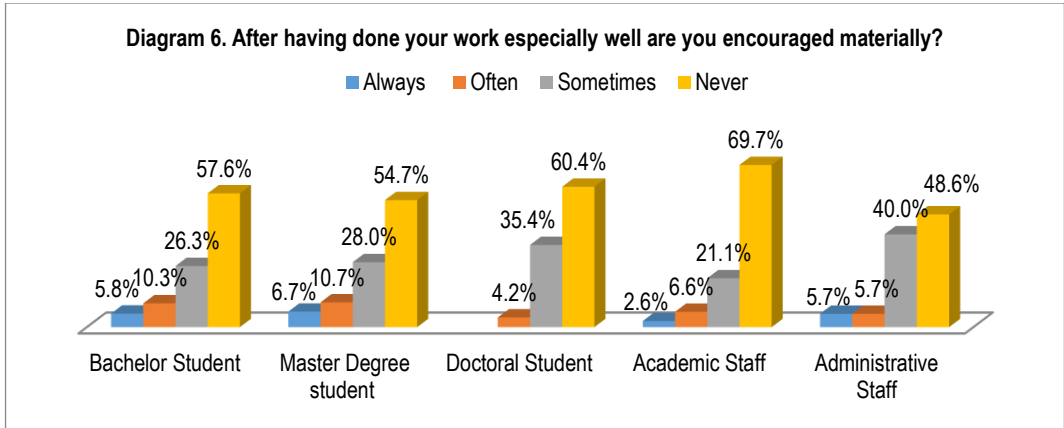


The quality of personal satisfaction is determined by the content of the work in which the members of the collective are engaged. 53,3% report positive responses “frequent” and “almost always” to this issue. The full satisfaction to this question is shown by 4,5% of the undergraduates, 9,3% of master students, 20,8 of PhD students, 53,9% of academic personnel and 42,9% of administrative staff. As we see the quality of students' satisfaction with the content of their work is the lowest and increases with the growth of steps. From this data it is clear that we do not deal with the system's joint work around the goal. In other cases, the degree of satisfaction in students and professors should be close to each other (**Diagram5**).

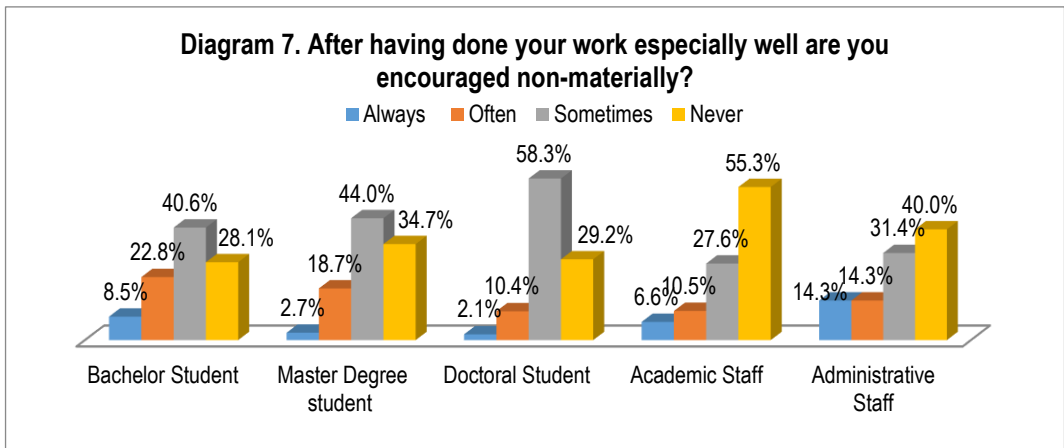


Implementation of the right and fair motivation policy directly affects organizational culture and climate formation. Only 13.5% of respondents report that their results are always and frequently encouraged materially (almost never - 58.7%), and only 25% report that they are encouraged in non-material form. (almost never - 34.7%). As a result it is confirmed that there is no collective determined by the driving factors of human behavior. It is known that a bad mood reduces the effectiveness of the workforce. (**Harnois, Gaston; Phyllis, Gabriel, 2002**). In the conditions of unwanted motivational policy it is impossible to create a positive mood. In terms of encouraging in a material form, the respondents of all the status are

equally dissatisfied. In case of students it can be a scholarship and their small percentage is understandable. In a material form 5,8% of the bachelors, 6,7% of master students, 4,2% of PhD students, 2,6% of academic staff and 5,7% of administrative staff are always encouraged. Here the fact that the assessment of the administration representatives' work with material stimulus is 2 times higher compared to the academic personnel is rather striking. Obviously, in terms of material motivation, administrative staff is privileged in a higher education institution (**Diagram6**).

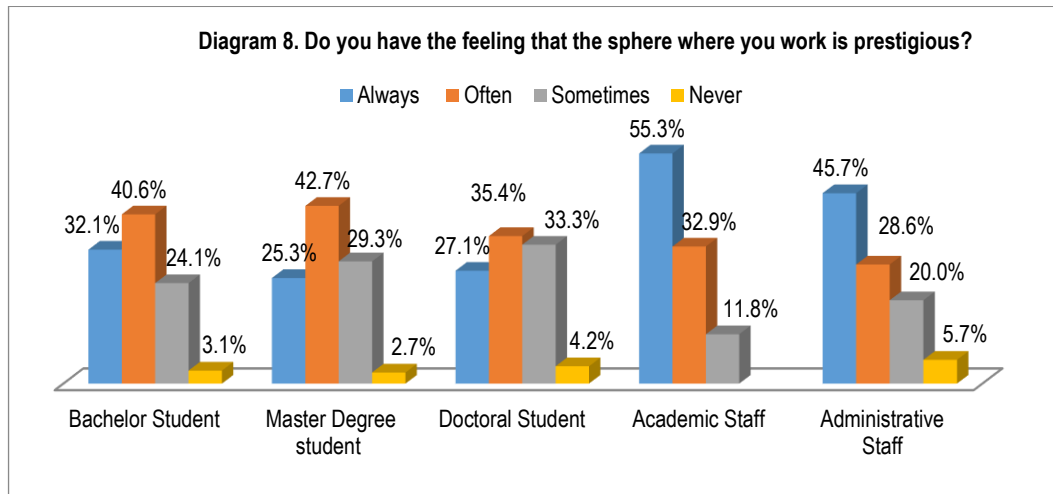


It was also found that the indicator of non-material incentive is also low. The satisfaction with the answer "always" was 8.5% of bachelors, 2.7% of MA students, 2.1% of PhD students, 6.6% of academic staff and 14.3% of administration. If we look at the organization from motivational policy, it seems that the administrative personnel are better encouraged in a material and non-material forms than other categories of respondents, and thus, the academic staff's desire to enter the administration and combine their scientific activities with administrative work is not surprising (**Diagram7**).

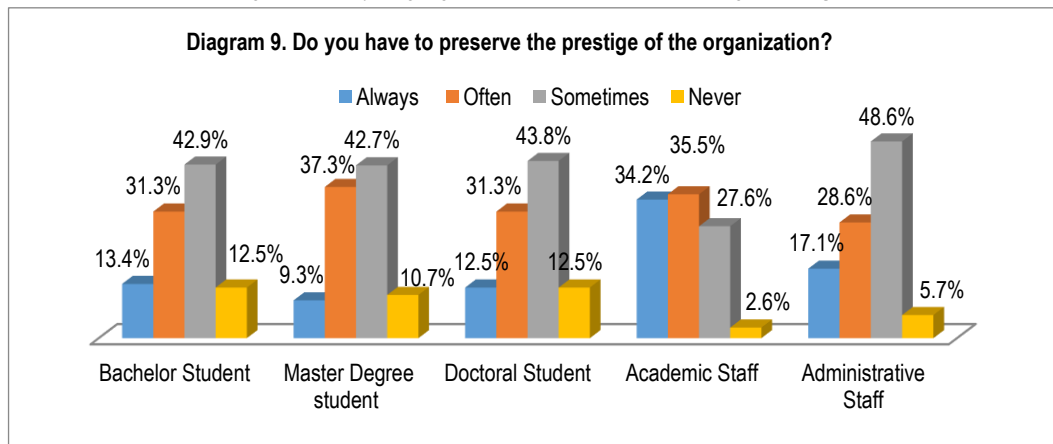


The feeling of prestige of activity also indirectly shows the psychological state of the collective. Psychological situation of the collective is characterized by: the quality of the members' satisfaction of the needs, which is affected by the following factors: the content of the work, the character and the attitude of the people, the prestige, the state of encouragement, and others (**Joey, Cheng, Tracy, Foulsham, Kingstone, & Henrich, 2013**). It is interesting that almost 74% of respondents have a feeling of prestige. It is natural since Ivane Javakishvili Tbilisi State University is the leading university in Georgia and the Transcaucasian region. He endured centuries of challenges. The highest positive level of feeling prestige is expressed by 31.1% of Bachelors, 25.3% of Master students, 27.1% of Academic Staff - 55.3% and 45.7% of Administration. It is significant that in spite of the fact that in terms of encouragement the administration is in a privileged

position compared to academic personnel, still more percentage of academic staff considers their activities to be more prestigious, which indicates that they love their jobs (**Diagram 8**).

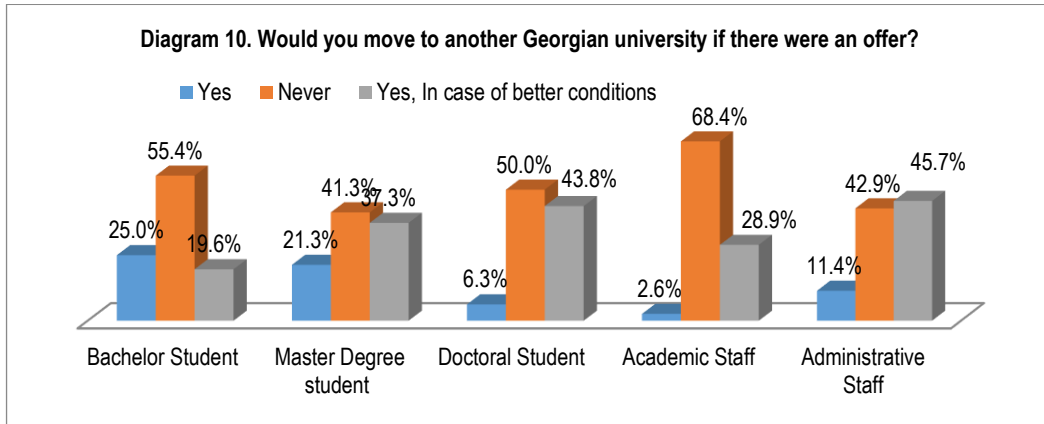


In the activity of the staff their solidarity is important - psychological integrity of collective in important issues. The solidarity implies that a person has an aspiration to protect and take care of the organization's prestige and traditions. The study has found that 49.2% frequently and always have to take care of the prestige, and 46.3% - protect traditions. The prestige of the organization has to be always protected by 13.4% of the undergraduates, 9.3% of master students, 12.5% of PhD students, 34.2% of academic staff and 17.1% of the administration. The fact that their work for the academic staff is prestigious and despite the lack of motivation they are loyal to their work, it is not surprising that exactly the academic personnel are guarding the preservation of the University's prestige and exceed the same indicator of the administration representatives. It would be good for our younger generation to have a similar feeling too (**Diagram 9**).

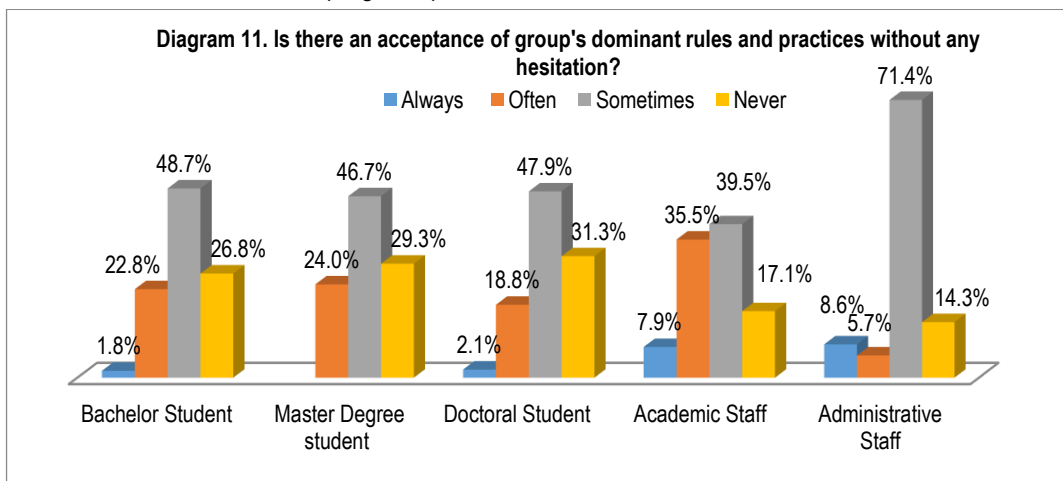


It is noteworthy that for 53.7% of respondents the university is so important that they will not leave the university even if they are offered any other conditions. This is due to the fact that the citizens of Georgia relate TSU to national and spiritual values of the country. In this respect, the academic personnel still holds the leading position (42%) and significantly exceeds the similar indicators of all other categories of respondents. In case of the offer, 23.3% of Bachelors, 21.3% of Master students, 4.2% of PhD students, 2.6% of Academic Staff and 11.4% of Administrative Staff would move to other university. From previous questions, it is clear that there are no clearly expressed common goals and interests between students and academic personnel. This confirms the organizational management flaws – the unity is not felt in the organization and,

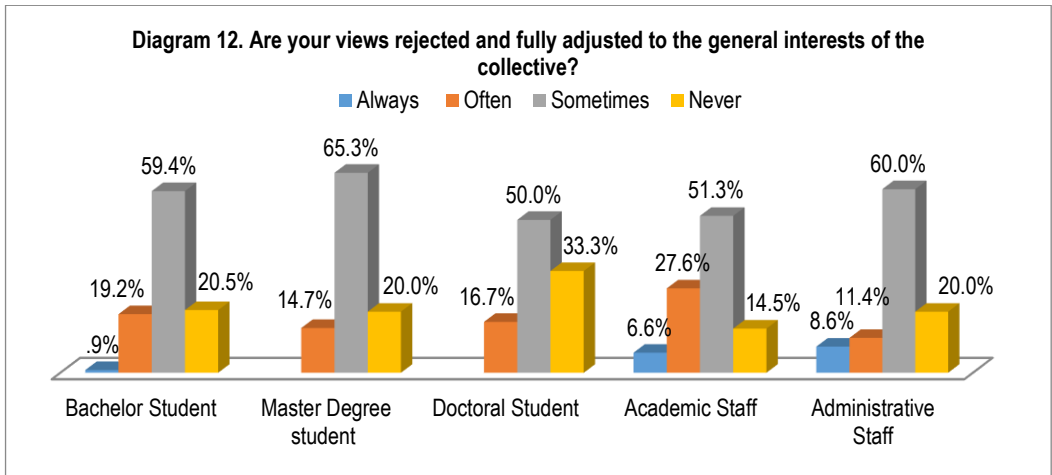
therefore, has no feeling of solidarity, organization membership. Consequently, it is not surprising that most of the students easily give up the university and freely agree on the transition to other university (**Diagram10**).



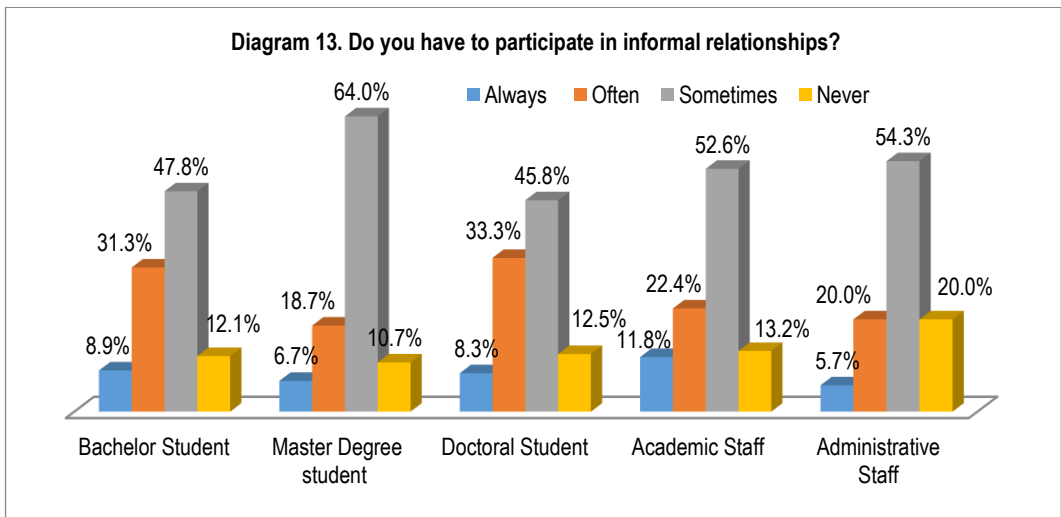
It is believed that the strength and influence of the collective is determined by the conformism of its members. One of the objectives of the research was to determine the level of conformism. 26.5% of the respondents note that they frequently and almost always have to accept the rules and views prevailing in the group without any hesitation, sometimes - 48.5%, almost never - 25.1%. In this case, the qualitative analysis gives significantly different results and the conformity indicator is much higher than the respondents recognize it. It is also important to highlight what is meant in the group and whether it is an influential part made with a small number of people. The cross tabulation analysis shows that the prevailing rules and views are almost never unquestionably accepted by 26.8% of the undergraduates, 29.3% of master students, 31.3% of doctoral students, 17.1% of academic staff and 14.3% of administrative staff. As the data shows, the level of conformism increases with the increase in status (**Diagram11**).



When asked: "Do you have to refuse your views and adjust to the general interest of the collective?" - answers: "Frequently" and "Almost always" were indicated by 21.2%, which means that every fifth respondents of any category is obliged to refuse his/her views. In this case, the answer "almost never" is indicated by 20.7%. This is likely to be that part which makes the organizational collective adjusted to itself and manages it. Considering the results of other quantitative researches conducted under the aegis of our laboratory and the qualitative research of organizational culture, we can conclude that the conformism indicator in the organization is much higher than observed here, and its foundation is the fear of losing a job (**Diagram12**).



The organization's unity and positive psychological climate is shown by the intensity of informal meetings. Participation in such meetings frequently and always are indicated by 36.8% of respondents. Among them: 40% are bachelors, 25%-master students, 41%- doctoral students, 34% - academic personnel and 25% - administrative staff. Compared to the master students, the high rate of bachelors' scores is due to the master students' time limit (Ekaterine, Gulua; Natalia, Kharadze, 2017). Masters' budget survey showed their difficult condition in this regard. Consequently, such a difference is not surprising. As for the less involvement in non-formal relationships by the administration, it shows an unhealthy state of organization and psychological climate (Diagram13).



It is known that the job status makes certain demands for the appearance of a businessman and his dressing style. It is interesting to know what kind of attitudes the respondents have not only towards behaviors but also a dressing style. With the maximum share the answers "always" and "often" to the unacceptability of students' dressing style were named by 8,7% of administrative staff. 5.7% of the same category indicated the answer "always" to the most unacceptability of professors and administration employees' dressing style. Professors and administrative staff's unacceptable dressing style was shown with answers "always" and "often", by doctoral students with the most share (11,4%) (Diagram14), (Diagram15).

Diagram 14. Does student's dressing style cause irritation?

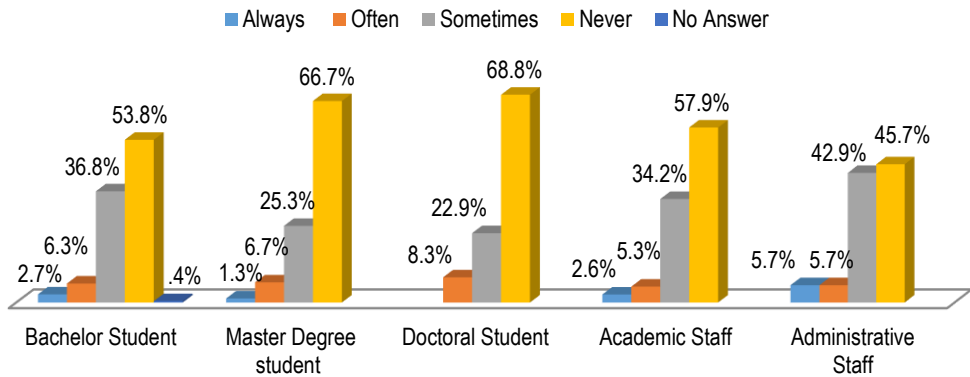
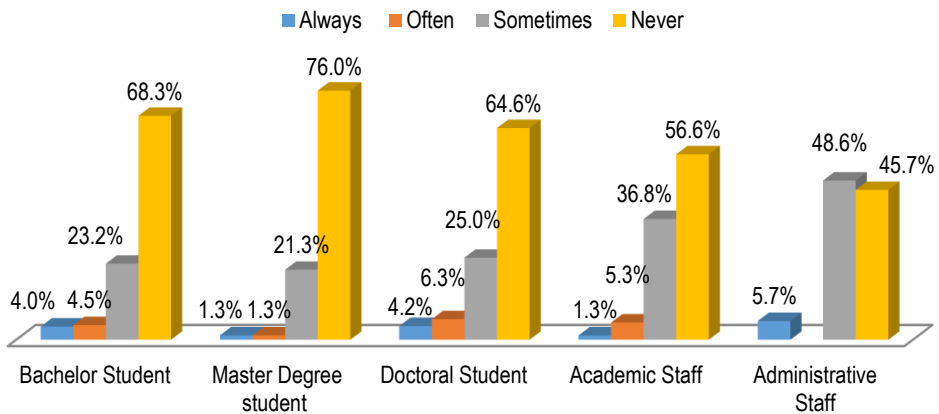
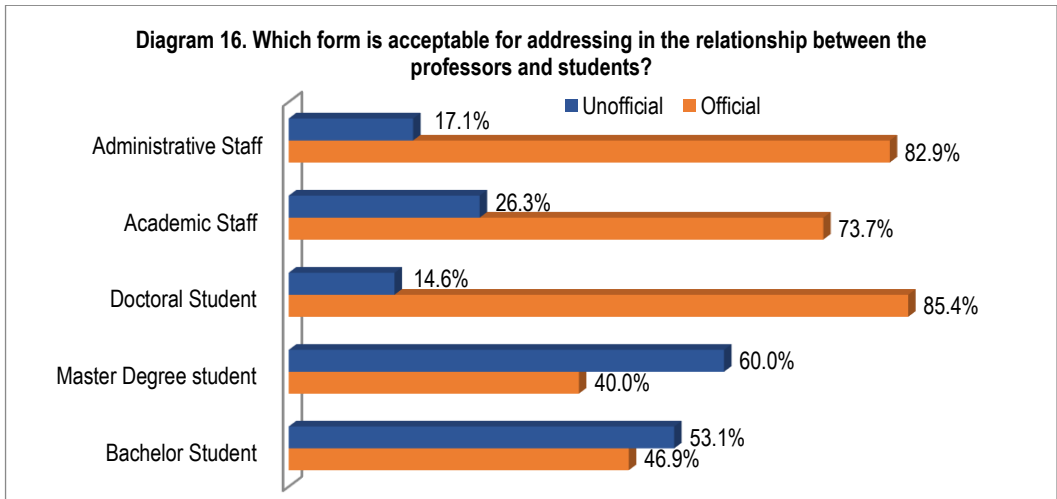


Diagram 15. Do professors' and administration representatives' dressing styles cause irritation?



In the process of professional activities, it is necessary to take the peculiarities of human relationships into consideration. Selecting an official or unofficial forms of address in business relations depends on the desire of both parties. The survey showed that 57% of respondents prefer the official form and 43% prefer the unofficial forms of address. How the answers were distributed on the respondents with different status have been found as a result of cross tabulation analysis. The unofficial forms of address are supported by 52.7% of bachelors, 60% of master students, 12.5% of doctoral students, 26,3% of academic staff and 17.1% of administrative staff. The attitude of young people in this direction is radically different and has a different expectation of the relationship than the people with other status of this organization. It should be noted that in an academic environment, in the university with centuries of tradition it is important to keep an official and academic form of address and conversation. **(Diagram16)**.



To study the influence of the status on the variables we have used different statistical procedures. As a result of constructing a crosstab tables, we have received tables that show a connection of status with each variable (Q3, Q4, Q5, Q6, Q7, Q9, Q12, Q13, Q14, Q19). In the **Tables 1;2;3;4;5;6;7;8;9;10** show the statistical connection between a status and these questions according to a Chi-square test.

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<table border="1"> <tr> <td>N of Valid Cases</td> <td>458</td> <td></td> <td></td> </tr> </table> <p>a. 9 cells (36.0%) have expected count less than 5. The minimum expected count is .69.</p> <p>Result: from the Chi-square test a status has a statistically significant, close relationship with Q7 (P <0.001).</p> <p>Table 7. Q1 with respect to Q12</p> <p>Chi-Square Tests</p> <table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>df</th> <th>Asymp. Sig. (2-sided)</th> </tr> </thead> <tbody> <tr> <td>Pearson Chi-Square</td> <td>59.642a</td> <td>16</td> <td>.000</td> </tr> <tr> <td>Likelihood Ratio</td> <td>57.915</td> <td>16</td> <td>.000</td> </tr> <tr> <td>Linear-by-Linear Association</td> <td>.282</td> <td>1</td> <td>.595</td> </tr> <tr> <td>N of Valid Cases</td> <td>458</td> <td></td> <td></td> </tr> </tbody> </table> <p>a. 4 cells (16.0%) have expected count less than 5. The minimum expected count is .99.</p> <p>Result: from the Chi-square test a status has a statistically significant, close relationship with Q12 (P <0.001).</p>	N of Valid Cases	458				Value	df	Asymp. Sig. (2-sided)	Pearson Chi-Square	59.642a	16	.000	Likelihood Ratio	57.915	16	.000	Linear-by-Linear Association	.282	1	.595	N of Valid Cases	458			<table border="1"> <tr> <td>N of Valid Cases</td> <td>458</td> <td></td> <td></td> </tr> </table> <p>a. 11 cells (36.7%) have expected count less than 5. The minimum expected count is .08.</p> <p>Result: from the Chi-square test a status has a statistically significant, close relationship with Q9 (P <0.001).</p> <p>Table 8. Q1 with respect to Q13</p> <p>Chi-Square Tests</p> <table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>df</th> <th>Asymp. Sig. (2-sided)</th> </tr> </thead> <tbody> <tr> <td>Pearson Chi-Square</td> <td>43.330a</td> <td>8</td> <td>.000</td> </tr> <tr> <td>Likelihood Ratio</td> <td>48.847</td> <td>8</td> <td>.000</td> </tr> <tr> <td>Linear-by-Linear Association</td> <td>23.824</td> <td>1</td> <td>.000</td> </tr> <tr> <td>N of Valid Cases</td> <td>458</td> <td></td> <td></td> </tr> </tbody> </table> <p>a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 6.19.</p> <p>Result: from the Chi-square test a status has a statistically significant, close relationship with Q13 (P <0.001).</p>	N of Valid Cases	458				Value	df	Asymp. Sig. (2-sided)	Pearson Chi-Square	43.330a	8	.000	Likelihood Ratio	48.847	8	.000	Linear-by-Linear Association	23.824	1	.000	N of Valid Cases	458		
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<p>Table 9. Q1 with respect to Q14</p> <p>Chi-Square Tests</p> <table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>df</th> <th>Asymp. Sig. (2-sided)</th> </tr> </thead> <tbody> <tr> <td>Pearson Chi-Square</td> <td>43.661^a</td> <td>20</td> <td>.002</td> </tr> <tr> <td>Likelihood Ratio</td> <td>45.328</td> <td>20</td> <td>.001</td> </tr> <tr> <td>Linear-by-Linear Association</td> <td>2.114</td> <td>1</td> <td>.146</td> </tr> <tr> <td>N of Valid Cases</td> <td>458</td> <td></td> <td></td> </tr> </tbody> </table> <p>a. 13 cells (43.3%) have expected count less than 5. The minimum expected count is .08.</p> <p>Result: from the Chi-square test a status has a statistically significant, close relationship with Q15 (P <0.005).</p>		Value	df	Asymp. Sig. (2-sided)	Pearson Chi-Square	43.661 ^a	20	.002	Likelihood Ratio	45.328	20	.001	Linear-by-Linear Association	2.114	1	.146	N of Valid Cases	458			<p>Table 10. Q1 with respect to Q19</p> <p>Chi-Square Tests</p> <table border="1"> <thead> <tr> <th></th> <th>Value</th> <th>df</th> <th>Asymp. Sig. (2-sided)</th> </tr> </thead> <tbody> <tr> <td>Pearson Chi-Square</td> <td>52.201^a</td> <td>4</td> <td>.000</td> </tr> <tr> <td>Likelihood Ratio</td> <td>55.792</td> <td>4</td> <td>.000</td> </tr> <tr> <td>Linear-by-Linear Association</td> <td>36.649</td> <td>1</td> <td>.000</td> </tr> <tr> <td>N of Valid Cases</td> <td>458</td> <td></td> <td></td> </tr> </tbody> </table> <p>a. 0 cells (0.0%) have expected count less than 5. The minimum expected count is 15.05.</p> <p>Result: from the Chi-square test a status has a statistically significant, close relationship with Q19 (P <0.001).</p>		Value	df	Asymp. Sig. (2-sided)	Pearson Chi-Square	52.201 ^a	4	.000	Likelihood Ratio	55.792	4	.000	Linear-by-Linear Association	36.649	1	.000	N of Valid Cases	458		
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Thus, the listed hypotheses have been proved.

But from analyze the connection of respondents with different status to specific variables: Q8 (After having done your work especially well are you encouraged materially?), Q10 (Do you have the feeling that the sphere where you work is prestigious?), Q11 (Do you have to preserve the prestige of the organization?), Q15 (Are your views rejected and fully adjusted to the general interests of the collective?), Q16 (Do you have to participate in informal relationships?), Q17 (Does student's dressing style cause irritation?), Q18 (Do professors' and administration representatives' dressing styles cause irritation?) have not been proved.

The conducted survey is a kind of supplement to the results of the earlier research carried out by us, which deals with the issue of improving management at higher education institutions in Georgia (Kharadze, Natalia; Gulua, Ekaterine, 2017) and in the post-Soviet space in general.

The post-Soviet, developing economy influences the cultural characteristics of functioning organizations in Georgia. In this regard, our early researches also confirmed important challenges in small and medium-sized enterprises of Georgia. Although there are far greater opportunities for cultural management in the organizations of such a size. (Gulua, Ekaterine; Kharadze, Natalia, 2014). Also the research confirmed the mutual willingness to cooperate from higher education institutions and business representatives (including in terms of sharing knowledge) and a high level of realizing its necessity (Gulua, 2015). Although it is also argued that there are many problems in higher education institutions in terms of managing internal processes too (Ekaterine, Gulua; Natalia, Kharadze, 2017) (including culture management).

From the results of current qualitative and quantitative research of TSU organizational culture the following conclusions were identified:

The study has shown that a strong culture is established in the organization, it was found that the influence of the socialist system on it is very high. It needs a great effort to change if needed. It has been revealed that the culture is not managed by open methods, it is less visible that it is an immediate objective of managing management, and its primary expressions are formed as a result of the interaction of normative regulators and individual interpretations of the activity. As a result of the research it has been revealed that the attitudes of different focus groups towards the same event differ, as well as the perceptions of respondents from different categories about cultural trends in the organization. It is interesting that radically different positions have been revealed among the respondents of one category towards certain issues, which gives the basis for making important conclusions.

The quality of democracy in the organization is problematic, especially academic and administrative personnel are careful with showing their opinions, which means that the force that should establish their competent opinions in the country, sees the risk of losing a job. It is difficult to imagine a clear future of the country where scholars' and professors' freedom of expression is indirectly restricted. Also, a student's right to receive education of a good quality is hindered, a professor sees a competitor in a student (Gulua, 2017). Relationships based on the internal competition of employees lead to tension, organizational culture pathologies, which ultimately prevent a team spirit, knowledge sharing, and joint activities of the organization members for the goals. The organization should make a choice between a domestic competition and stagnation and a healthy organizational culture and development.

The problems of organizational culture and the poor quality of democracy do not allow the processes to improve, eradicate the shortcomings, introduce changes that are so important for the organization functioning in the field of education and science. There is no organization that can maintain and advance competitiveness in the conditions of unhealthy organizational culture.

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Medical Tourism Management Challenges - The Case of Dental Tourism in Albania

Dr. Olta Nexhipi

"Aleksander Moisiu" University, Durres, Albania

Abstract

This study explores the factors that attract clients, Albanian emigrants and foreigners, to profit from dental services in Albania. There are many factors that determine the decision to choose Albanian dental services in Albania and not in their respective residence countries. This paper examines data concerning factors that influence clients' choice. Additionally, this research provides information about the main tools that dental tourists use to choose whether to have dental services in their respective residence country or in Albania. The factors that have been analyzed are: Quality, Price, Hygiene, Environment, Customer Care, Customer Behavior, Places to visit. Data helps in developing a strategy that attracts foreign customers and Albanian emigrants to benefit from dental services in Albania. Finally this study gives a picture of the actual promotion of dental services and further recommendation in order to attract more customers are provided, taking into consideration that the quality offered is competitive in Balkans.

Keywords: dental tourism, dentistry services, tourism strategy, customer behavior.

I. Introduction

Albania is transforming in a major tourist destination. The number of tourists is growing rapidly each year and tourism sector is booming. There are many reasons why tourists visit a country; culture, wildlife, relax, etc. According to INSTAT¹ tourists visit Albania for vacations, visiting friends and family, daily visit, health tourism, and religious purposes.

In 2006 there was a new term that entered in the field of tourism, medical Tourism. Even though the term was created in 2006, this does not mean that medical tourism did not exist as a concept before. People used to travel also in ancient periods for medical reasons, as an example thermal water traveling can be mentioned.

In fact, archaeological evidence from the third millennium B.C. suggests that people in ancient Mesopotamia traveled to the temple of a healing god or goddess at Tell Brak, Syria to heal eye disorders. A couple millennia later the Greeks and Romans would travel by foot or boat to SPAS and cult centers all over the Mediterranean. The Asclepia Temples, dedicated in honor of the Greek god of medicine, were some of the world's first healing centers. Pilgrims would come and stay several nights praying that Asclepius would appear in a dream and provide a cure to their ailment.²

In 2006 medical tourism started to be a very popular term because medical journals started to use the concept, as a profiting one for both developing and industrial countries. In such conditions countries started to invest in medicine in order to attract more tourist and to bring more income to the country. A medical tourist is someone who travels abroad with the purpose of reducing his medical costs. Globalization and technology helps patients to be informed, this is why companies that offer health treatments invest in emerging industry to offer a dental medical infrastructure that will attract foreigners and will create income for the business and for the country.

According to (J. L. Weis, R. B. Sirard, P. A. Palmieri, 2017) the number of people that travel for medical purposes is difficult to be calculated. Approximately estimated 50 million patients travel abroad each year to receive medical services and 3–20% of Europeans receive treatment in another European Union country. The main reasons given by health tourists is the short waiting time and the lower costs.

According to a study made by Deloitte Consulting, 750,000 resident Americans travel abroad for health service in 2007. And this number continued to increase and reached 1.6 million people by 2012. The same phenomena happens with people leaving in the European Union. Based on this, health tourism is not a phenomena of countries that have poor healthcare but is a phenomena of choice. People mostly travel abroad for cosmetic reasons but there are also cases when they travel

¹ Institution of statistics in Albania

² <http://medicaltourism.com/Forms/facts-statistics.aspx>

for other needed surgeries like organ transplant or fertilization, which in some countries is not even allowed. Especially in the Muslim countries where fertilization is controlled case by case based on the countries law¹.

Albania is a country which in the last five years has an increasing number of visitors. People that travel to Albania for health care purposes mostly travel for dental care. According to the Medical dental Association, dental tourism is the act of a person traveling from one country to another for dental care. While in Europe dental tourism is commonly known as dental vacations or dental holidays. Data collected in the framework of this study shows that Albania is a country that has shown the potential of satisfying tourists in the field of dental tourism.

The main research objectives of this study are: to provide an overview of main reasons why Albania should be a considered as a destination in the field of dental Tourism, second to analyze the satisfaction of Albanians and foreigners in the dental care and finally it aims to present the areas that need improvement in order to attract tourists. This study is of a descriptive nature, because through descriptive statistics we have analyzed the data and come to conclusions.

II. General information about Albanian Dental System

Dental Tourism is offered all over the world and there are many countries that offer good quality for a very good prices. Here we come to the question why tourist should visit Albania. Which has many answers;

Education – in Albania the universities in which dentists study do use the latest technology in education and in practice for the students. The Albanian Law obliges students of dentistry to follow at least three international conferences in European Countries, on the technology development otherwise they cannot finish their study. This helps students to constantly improve they know-what and know-how in order to gain knowledge about the newest dental techniques.

Technology - according to the dentists association in Albania, the technology used by Albanian dentists is the latest developed one, and the investment in the field of dentistry is high.It can be compared to the technology of the most developed countries².

Albanian Tourism – Albania is a country that can offer four seasons tourism due to its geographical position and on its climate. In the last five years the number of tourist visiting Albania has been increasing, especially the number of tourists from European countries near Albania, like Italy or Greece. According to the Italian news agency, RAI Albania offer low prices, fresh food and a spectacular nature, this is the reason why the number of Italian visitors in Albania was 50.000.

In figure 1 is shown the number of foreigners visiting Albania from 2012 to 2016, we notice that Albania has been visited by tourists from Africa, Amerika, East Asia and Pacific, Middle East, South Asia and Europe, the highest number of tourists come from Central Europe, Northern Europe, Southern Europe, Western Europe and East/Mediterranean Europe.

Description	2012	2013	2014	2015	2016
Africa	1,057	919	859	2,973	1,077
America	73,810	73,291	90,084	96,763	103,839
East Asia and Pacific	19,689	23,628	30,874	33,032	35,894
Middle East	1,524	3,944	2,607	3,604	4,324
South Asia	1,135	961	1,274	1,636	1,699
Central /Eastern Europe	90,643	112,333	163,006	151,457	182,581
- Northern Europe	117,434	119,016	137,308	125,513	149,965
- Southern Europe	2,759,374	2,467,195	2,821,920	3,169,174	3,855,617
- Western Europe	200,462	210,845	237,760	246,811	221,492
- East/ Mediterranean Europe	46,198	54,194	63,671	66,468	75,750

Figure 1. Tourist visiting Albania during the period 2012-2016

(Source; Institution of Statistics Albania³)

¹ https://www.al-islam.org/marriage-and-morals-islam-sayyid-muhammad-rizvi/chapter-five-new-techniques-human-reproduction#_ca6a9f22_5 (Accessed, October 2017)

² <http://www.shdsh.org/PerProfesionistet/Legjisllacion.aspx>

³ http://databaza.instat.gov.al/pxweb/sq/DST/START_TU/

Based on the facts given previously the number of tourists visiting Albania keeps increasing. The institution of statistics makes also a division on the reasons why tourist visit Albania. Data from the years 2012-2015 show that the reasons why tourists enter Albania are holidays, visits to friends and relatives, health treatment, religious reasons, transit, one day visits and other reasons which are not specifies.

Description	2012	2013	2014	2015
Visitors	3,226,460	3,077,691	3,467,765	3,945,937
Holidays	1,492,898	484,018	1,315,409	1,579,252
Visit to friends and relatives	89,999	33,904	37,345	32,537
Health treatment	1,188	1,083	1,503	1,554
Religious	1,501	1,108	2,543	1,600
Transit	287,206	178,297	204,826	185,305
One-day visits	71,292	220,265	126,691	161,580
Other reasons	1,527,615	2,287,450	1,936,105	2,127,277
Business	41,967	49,863	48,169	42,137

Figure 2. Arrivals of foreigners in Albania by purpose of travel, 2012-2015. (Source; Institution of Statistics Albania¹)

As we notice from the table the number of tourists visiting Albania for health care purpose has been increased with the passing of the years and we can also notice it from the figure 3.

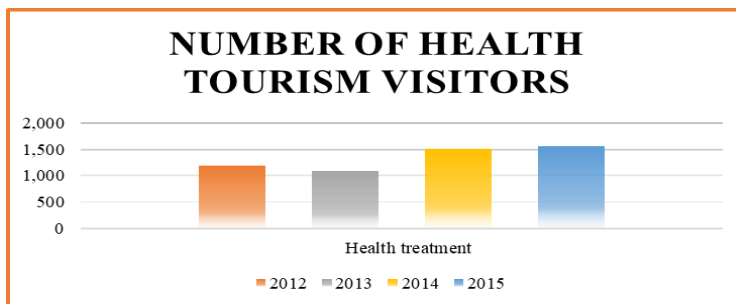


Figure 3. Health tourists Visitors in Albania In years

(Source; Institution of Statistics Albania²)

The main objective of this study is to determine how the potential of Albania in tourism can be fruitful even for dental tourism. This objective is achieved through the analysis of the data collected from potential clients that do not reside in Albania.

III. Methodology

An online questionnaire was distributed from August 2017 to November 2017, it was developed after literature review and discussions with colleges in the Institution of statistics in Albania. The distributed questionnaire was divided in two sections. Section one collected demographic data while section two has direct questions on dental treatments that tourists had in Albania and about the perception of tourists on service and their reaction after the treatment (like word of mouth).

The questionnaire was distributed online to 100 respondents, and many of the questions on the questionnaire were mandatory. 60 questionnaires were completed by Albanian emigrants and foreigners that visit Albania while the difference

¹ http://databaza.instat.gov.al/pxweb/sq/DST/START_TU/

² http://databaza.instat.gov.al/pxweb/sq/DST/START_TU/

was distributed to Albanian people in order to see their perception on the service they have and if they would advise the service to foreign people they know and they have contact.

Through a question in the questionnaire we had the consent from participants in order to participate in the study. They were assured that refusal would not lead to any adverse consequences and the answers would be confidential and they would be used only for study purposes.

This is a descriptive study. Descriptive studies are aimed at finding out "what is," so observational and survey methods are frequently used to collect descriptive data (Borg & Gall, 1989). Descriptive research is unique in the number of variables employed. Like other types of research, descriptive research includes multiple variables for analysis, yet unlike other methods, it requires only one variable (Borg & Gall, 1989).

IV. Results

Out of 100 forms that were distributed, 100 were completed, returned and analyzed (response rate 100%). They were computed by Albanians and foreigners. The mean age of respondents was 38 years. The highest percentage of respondents were female (67.5%) and males (32.5%). 91% of respondents visit Albania one two three times a year. Their countries of residence are: Albania (40% of respondents), Italy (25% of respondents), Greece (9% of respondents), United States of America (5% of respondents), Germany (10% of respondents) and Switzerland (7% of respondents). There is also a category of other countries in which respondents were from Serbia and Kosovo (4% of respondents).

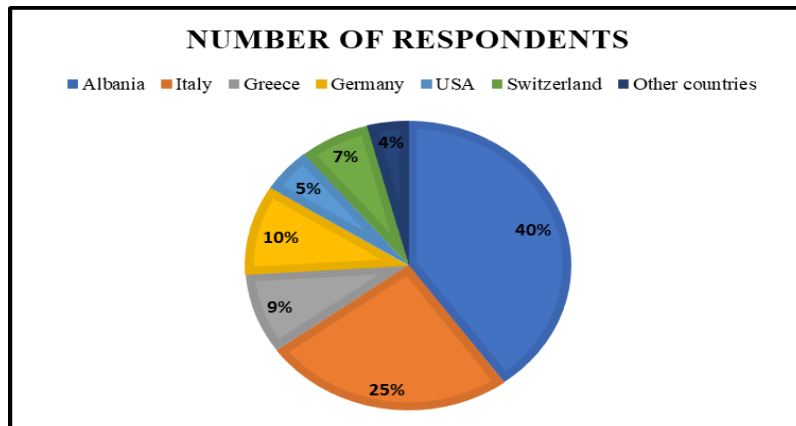


Figure 4. Number of respondents by country

During their visit to Albania 91% of respondents have tried dental care and only 85% of them were satisfied with the treatment and service. The reasons of choosing Albania were: an immediate need, like they felt bad and it was a necessity (12% of the respondents); low price (50% of the respondents); good service (24% of the respondents); good hygienic conditions (4% of respondents); quality offered (10% of respondents).

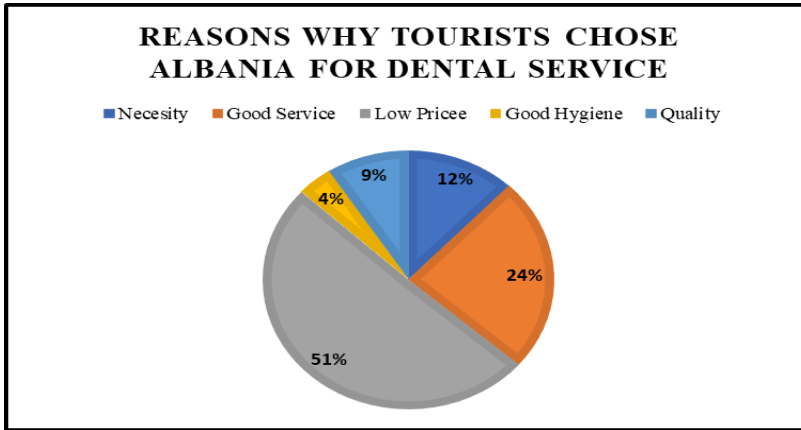


Figure 5. Reasons why tourists chose to profit from dental Service in Albania. Answers in percentage.

The main factor that determine dental tourists choice are convenient price and quality service. 75% of the respondents that took dental service in Albania have recommended their foreign friends to visit Albania and to profit from the dental service it offers. 62% of the respondents say that they have advised dental tourism in Albania to 1 to 3 foreigners they know.

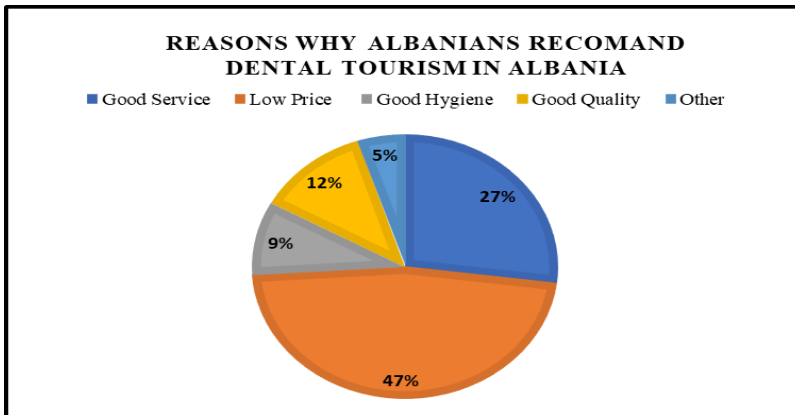


Figure 6. Reasons why people that leave abroad advice dental service in Albania. Answers in percentage.

As we can see from figure 6 the main elements that people living abroad and that have tried dental service in Albania are quality service and convenient price. Respondents recommended other elements that Albanian tourism can offer such as visiting museums, enjoying seaside or hiking and sightseeing in the mountains.

The second part of the study was directed to the Albanians that take a continuous dental care in Albania. Respondents gave their personal evaluation of the dental care in Albania through Likert Scale questions.

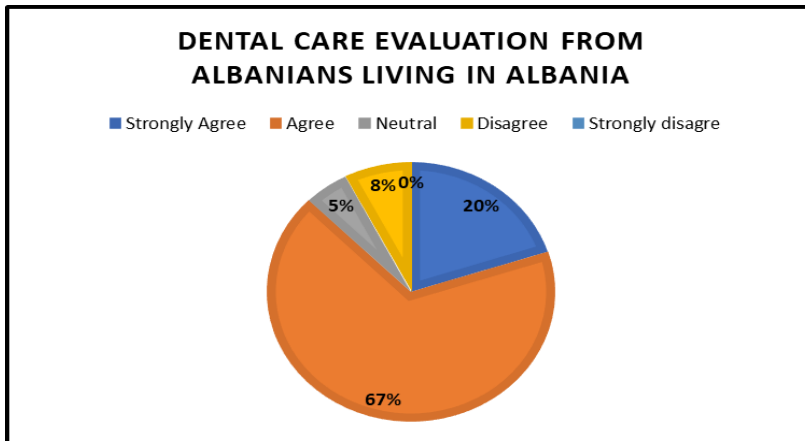


Figure 7. How Albanians evaluate the dental care in their country.

Answers in percentage.

There is a paradox in the finding, zero percent of people evaluate dental service in Albania as bad and only 5% of them agree with the fact that dental service can be considered as bad. While 67% of the 40 respondents consider the dental care in Albania as a good service.

V. Conclusions and Discussions

The sample size of this study was relatively small related to the health tourists that visit Albania but still it helps to create an idea about the opinion that tourists have on the dental care in Albania.

Nevertheless it revealed some interesting findings. Women travelled for dental care more than man. The overall mean age was 38 years which means that people tend to seek dental care in Albania while they are young. The biggest number of respondents was from Albania, Italy, and Germany.

While dental tourists may possibly travel for an array of reasons, their choices are usually motivated by price considerations. This was also revealed by the results of the study, people travel to Albania for dental care due to low price. And they advise it to other people due to low price. Quality is an element that attracts people to come to Albania for dental care, and in the meantime based on the questionnaires Albanians that live in Albania consider the dental service as a good one and there is no one that thinks dental service is absolutely bad.

Based on the data collected and on the literature, some recommendations can be given to dentist to attract more dental tourists

Keep on with same prices- evaluate their pricing policy

Keep quality by being in touch with technology and dental techniques- continuously improve their quality and update their technology

Contact tourism agencies and offer their prices in order to create packets for dental care and tourism- build partnership with tourism agencies

Make more promotions to the services their offer- focus on their marketing and promotion strategies

Education and traveling abroad of dentists should be intensified-training and capacity building of dentists should be intensified.

Dental tourism has a lot of potential of future development and it can be within the core priorities of the development of medical tourism policies. Awareness can be raised through the various channels of communication among all age groups in the community.

VI. Limitations

The limitations of this study include scarcity of data and statistics on patients who travelled for dental treatment; this resulted in a small sample size. A further limitation is the shortage of scientific literature about medical tourism in Albania. Further studies in these various countries, individually or as multicenter studies, are required to obtain a clearer picture of the dental treatment in Albania.

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Citizen Participation and Sense of Community in the Development of the Permanent Conservation Project Plan

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Abstract

Algeria is a country known for its diversity. Indeed, each of its regions stands out for its urban landscape, heritage, customs and traditions. The urban landscape of the Souf region is exceptional. This one is known for the originality of its architecture. Its two old districts "Messaaba and Acheche" having the status of safeguarded sector since the year 2013, were endowed with a project of elaboration of the permanent plan of safeguarding. The citizen is a key element in this project because it is the element that makes this heritage live. Therefore, citizen dialogue must be at the heart of the project process. To facilitate the consultation process and win public confidence for its full support to projects, it is necessary to establish a collaborative approach and establish mechanisms connecting the project. The effectiveness of its participation depends on individual differences. These variables could be demographic (age groups, educational level, economic context ... etc), personality, or sense of community. The purpose of this article is to examine sense of community level that influences the process of participation of citizens concerned by the elaboration of the permanent safeguarding plan project, through a survey that was initiated with the inhabitants of two old districts "Messaaba and Acheche" to the city of El Oued.

Keywords: permanent safeguarding plan, citizen participation, sense of community

1. Introduction

The role of the citizen in society is not limited to the exercise of the right to vote. Being a citizen means participating collectively in all decisions that affect community life.

In accordance with Algerian legislation "citizens are involved in programs related to the management of their living environment. Thus they are permanently informed about the situation of their city, its evolution and its prospects"¹.

Indeed, their participation in the functioning of society becomes a primordial step. Projects with strong community participation have many benefits. They are less expensive, so easier to implement. In addition, they better meet the needs of the population, and they enhance the value and empowerment of individuals.

Citizen participation is also the mechanism for active community involvement in the decision-making process of working in partnership and representation in community structures (Chapman & Kirk, 2001). It should be noted that citizen participation often means the participation of individuals or community structures (Chapman & Kirk, 2001). It should be noted that citizen participation often means the participation of individuals or communities with the government.²

In each community, citizens stand out with unique characteristics (various factors related to the characteristics of the inhabitants of a particular environment, such as age groups, level of ability, socio-economic background, level of education,

¹Art1&17 Loi n° 2006-06 du 21 Moharram 1427 correspondant au 20 février 2006 portant loi d'orientation de la ville, p. 14.

²Sense of Community and Participation for Tourism Development FariborzAref Life Science Journal, Volume 8, Issue 1, 2011

and sense of community) (Moos 1979, P.530). The influence of citizen characteristics in a community on citizen participation differs from the influence of these characteristics at the individual level.

The purpose of this article is to examine sense of community level that influences the process of participation of citizens who are concerned by the project of elaboration of the permanent safeguarding plan through a survey that was initiated with the inhabitants of two old districts "Messaaba and Acheche"

2. Safeguarded sectors and permanent plans of protection

According to the Malraux law of 4 August, 1962, a safeguarded sector is a protection measure relating to a "sector of historical, aesthetic character or nature justifying conservation, restoration and enhancement of all or part of 'a set of buildings'".

The safeguarded sector is a regulatory approach that specifies two main objectives:

- Avoid the disappearance or irreversible damage to historic districts establishing legal protection measure
- Promote the restoration and enhancement of the entire heritage while allowing its evolution.¹

In a safeguarded sector, the programs and the intervention and development measures are framed by a plan of safeguarding and enhancement.

Since 2003, Algeria has put in place a law (98-04) on the protection of cultural heritage and its executive decree (03-324 of 5/10/2003), which are applicable for the protection and implementation of value of historic sites through PPSMVSS.²

The permanent safeguarding plan is a new protection measure that has taken a prominent place in Algerian policy as part of stopping the deterioration of real estate. Its objective is the programming and implementation of conservation, restoration and recovery operations.

3. Citizen participation and sense of community

The concept of " sense of community " is used to describe the feelings of belonging of different types of communities³. It means a feeling of belonging felt by members, feeling that they matter for one another, and for the group, and a shared faith that members' needs will be met by their commitment to be together (McMillan, 1976).

McMillan and Chavis (1986) proposed a four-dimensional community-mindset model, including the following components: Belonging, Influence, Integration and Needs Satisfaction, and Shared Emotional Relationship.

The first element is belonging. It is the feeling of belonging or sharing of a feeling of personal connection.

The second element is influence. The feeling of importing, of making a difference for a group and for the group to import to its members.

The third element is strengthening: integration and meeting needs. This is the feeling that the resources received through their membership in the group will satisfy the needs of members.

The last element is the shared emotional relationship, commitment and belief that members have shared and will share history, commonplaces, time and similar experiences together⁴

¹Korti Rafika, Sassi Boudemagh Souad "Managerial approach in the elaboration of a permanent safeguarding plan "Procedia - Social and Behavioral Sciences, Volume 225, 14 July 2016, Pages 34-46.

²Le manuel de réhabilitation comme outil de conservation dans le cadre du plan permanent de sauvegarde de la casbah d'Alger, Amina Abdessamed-Foufa. P1

³Elvira Cicognani & Claudia Pirini & Corey Keyes & Mohsen Joshano & Reza Rostami & Masoud Nosratabadi "Social Participation, Sense of Community and Social Well Being: A Study on American, Italian and Iranian University Students" Publié le: 29 November 2007 Springer Science+Business Media B.V. 2007

⁴David W. McMillan and David M. Chavis George Peabody College of Vanderbilt University "Sense of Community: A Definition and Theory" Journal of Community Psychology Volume 14, January 1986

Social participation (civic or citizen) has been defined as "a process in which individuals take part in decision making in the institutions, programs and environments that affect them" (Heller 1984, p. 339).

It plays an important role in various areas including: work organization, medical and environmental programs, urban planning, rehabilitation and political participation¹. Citizen and user participation is an important concept and strategy for planners, designers, community organizers and government representatives.

It has been proposed as an important technique to improve the quality of the residential environment and the satisfaction of residents as well as to have positive psychological effects.

According to some authors, sense of community can be considered as a catalyst for social involvement and participation in the community (eg, Chavis and Wandersman 1990, Davidson and Cotter 1986, Perkins et al 1990), Hughey and others. (1999) argue that participation increases sense of community. Citizen participation offers young people the opportunity to strengthen social bonds with people other than their families in different social contexts and through this, helps them to acquire a sense of connectivity and belonging as well as to strengthen their identity and their identification processes (Cotterell1996).²

4. Method and case study

4.1. Case study

The two old districts of "Messaaba and Acheche", located in the heart of the city of El-Oued, which is the first core of the city with an estimated area of 29.47 hectares. It is known for its business movement that attracts a large number of visitors every day from all countries.

Table n ° 01: The study sample in relation to the population of the city

	Size of the study area(H)	Population (N)	Population (%)	Trade (N)
El-Oued city	77.20	155525	20.71 of El-Oued city population	2 665
Aacheche	17.1	1096	0.70 of the population of El-Oued main district	200
Messaaba	11.2	1552	1.00 of the population of El-Oued main district	150
Echantillon	28.3	266	10.00 of Aacheche/ Messaaba population	35

Source: Urban Planning Department of El Oued& author 2017

4.2. Sample and procedure

Data were collected during the month of March 2017; the target population for the survey was the citizens of both old Messaaba neighborhoods and Acheche older than 18 years. Surveys were undertaken to obtain in-depth information from a variety of participants who are directly involved in the drafting of the permanent safeguarding plan, and each respondent had an equal chance of being selected.

The study area was divided into two regions, each investigator was assigned to a zone and a target of completing 38 questionnaires each day over a seven day period. This gave 271 completed questionnaires.

¹Abraham Wandersman Department of Psychology, University of South Carolina & Paul Florin Department of Psychology, University of Rhode Island Handbook of Community Psychology. Edited by Julian Rappaport and Edward Seidmen/Klewer academic/Plenum publishers, New York 2000, P247-248)

² Cicognani&Claudia Pirini&Corey Keyes & Mohsen Joshani&Reza Rostami&Masoud Nosratabadi "Social Participation, Sense of Community and Social Well Being: A Study on American, Italian and Iranian University Students" Publié le: 29 November 2007 Springer Science+Business Media B.V. 2007

A trained interviewer approached respondents; questions were directly asked and the answers were recorded. The questionnaires were anonymous, completion required approximately 15 minutes.

4.3. Survey

4.4. Data were collected through a survey questionnaire designed to assess the dimensions of the satisfaction of needs of group membership, influence and emotional relationship as defined in the model of McMillan and Chavis (1986). The sense of community measure used in this study was a scale of 12 items.

In accordance with the recommendations of the sense of community literature (Peterson, Speer and Hughey, 2006), only positively written points were included in the SOC scale. Some of the questionnaire items for this survey were measured using Likert's four-choice answer scale: strongly agree, agree, disagree, and strongly disagree. The response format for other items was a yes / no or a response to strict choices.

A pre-test of research instrument was conducted to examine its relevance and reliability.

5. Results and discussions

The results are organized to explore the sense of community level of Messaaba and Acheche citizens, which influences their participation. The variables are divided into four categories: Belonging, Influence, Integration and Need Satisfaction, and Shared Emotional Relationship.

Table n ° 02 Meeting the needs of inhabitants in neighborhoods

		Responses		Percentage of observations
		N	Percentage	
Integration and satisfaction of needs	Do you have property in this neighborhood	106	21.3%	47.3%
	I can satisfy all my needs in this neighborhood	200	40.2%	89.3%
	This neighborhood offers me many opportunities to live	192	38.6%	85.7%
Total		498	100.0%	222.3%

Source : author, 2017

Table 3 shows the result of the first "satisfaction of needs" measurement scale through three questions. We find that 47.3% of the inhabitants own property in the study area, and that 89.3% of the inhabitants can find satisfaction for all their needs. Similarly 85.7% say that these neighborhoods offer many opportunities to live comfortably (work, study ...), the two old neighborhoods are known by their commercial movements, where is located the largest market in the region providing most needs residents (food products, equipment, clothing ... etc.), and all public facilities (schools, hospitals, administrations ... etc.), are very close. This explains the results of the survey.

Table n°03 Sense of belonging to their neighborhoods

		Responses		Percentage of observations
		N	Percentage	
Belonging	I feel safe in this neighborhood	199	25.5%	85.8%
	I feel like I belong to this neighborhood	226	29.0%	97.4%
	It will be very difficult to move to another place	163	20.9%	70.3%
	I am proud of this neighborhood	191	24.5%	82.3%
Total		779	100.0%	335.8%

Source : author, 2017

Table n ° 04 The Emotional connection shared by the inhabitants

		Réponses		Pourcentage d'observations
		N	Pourcentage	
shared emotional connection	I love this neighborhood	227	34.3%	93.0%
	I have a lot of memories in this neighborhood	214	28.9%	87.7%
	I get on well with my neighbors	222	36.8%	96.5%
Total		265	100.0%	277.2%

Source : author, 2017

Tables 4 and 5 present the results of the second and third scale of "Belonging" and "Shared Emotional connection" across seven questions, with the results indicating that most residents have a great feeling. 85.8% say they feel safe, and 97.4% of residents feel attached to neighborhoods, so more than 80% are proud to be part of this neighborhood community. In the third table, we observe that over 90% of citizens love their neighborhood, so more than 95% express their sense of agreement with their entourage.

The Aachech and Messaaba are the oldest neighborhoods in the city where most of their citizens are born and enlarged, and have many memories, they are distinguished by their kindness, and their generosity and attachment to each other, so these are the factors which explain the result of two tables.

Table n ° 05 Influence of the inhabitants on their neighborhoods

		Responses		Pourcentage of observations
		N	Pourcentage	
influence	I participate in many activities related to the neighborhood	161	56.3%	69.4%
	my opinion has an impact on participation in cases concerning this neighborhood	125	43.7%	53.9%
Total		286	100.0%	123.3%

Source : author, 2017

Table 6 shows the result of the last measurement scale "Influence" through two affirmations; we note that 69.4% of citizens confirm that they have participated in activities related to their neighborhoods and almost 54% think that their opinions attract the attention of those in charge and could influence its decisions.

The results explain that the inhabitants are interested in Aachech and Messaaba and this appears in the participation in the several activities that aim at improving their neighborhoods, two factors can intervene: a higher level of consciousness that forces them more to participate and a greater solidarity.

6. Conclusion

The objective of this study was to examine the sense of community of Acheche and Messaaba citizens, located in the town of El Oued, to determine the effectiveness of their participation in the project of developing the permanent safeguarding plan of the two old districts. Sense of community provides a sense of responsibility for others and a willingness to share and interact. We can say that sense of community influences the ability of local citizens to participate in activities that affect their community. Clearly, community spirit plays an influential role in the successful development of the Permanent Safeguarding Plan project.

According to the results, the citizens of two old neighborhoods show a great sense of belonging and responsibility towards their community. They fit well into their surroundings. They love and respect each other, because they born and have grown up where they have lived for several decades. They have memories of their childhood. so the inhabitants of Aacheche

and Messaaba are sociable and prefer living together they are very attached to their midst point where they refuse to move, to conclude, we can say that both Old neighborhoods have a strong social character and a high sense of community, all of which help to improve the participatory process.

Lastly, we must consider sense of community as an important factor in fostering the understanding and co-operation of the inhabitants.

The results of this research could be used as guidelines in community studies and citizen participation.

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Sex Differences in Perpetration of Low Intensity Intimate Partner Aggression in South Sudan

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Abstract

The aim of the study was to investigate sex differences in perpetration of low intensity intimate partner aggression in South Sudan, to compare levels of perpetration and victimisation, and further to test whether the revised gender symmetry theory (Archer, 2018) could be applicable in an African country. A questionnaire was filled in by 302 females and 118 males in South Sudan, the mean age was 22.5 years (SD 8.4) for women, and 25.6 years (SD 7.8) for men. Intimate partner aggression was measured with self-reports using both the perpetrator and the victim versions of the Direct Indirect Aggression Scales for Adults (DIAS-Adult; Österman & Björkqvist, 2009), which measures seven types of aggressive behaviours. The results showed no significant difference between females and males on perpetration of five out of seven types of aggression; physical, verbal and nonverbal aggression, as well as direct and indirect aggressive social manipulation. For females, levels of aggression and perpetration of aggression were equally high; this was the case for all seven types of aggression while, for males, victimisation was significantly higher than perpetration on three types of aggression. The results provide support for the revised gender symmetry theory in an African developing country.

Keywords: intimate partner aggression, low intensity aggression, revised gender symmetry theory, South Sudan

Introduction

Studies on domestic violence show that, worldwide, women are usually the victims whereas males are the main perpetrators (World Health Organisation, 2013). Although high intensity intimate partner aggression has been studied extensively in both developed and developing countries, few studies so far have examined low intensity intimate partner aggression (IPA) in developing countries.

The aim of the present study was to examine sex differences in perpetration of low intensity IPA, and to test the applicability of the revised gender symmetry theory (Archer, 2018) in an African developing country, South Sudan. The present study is a continuation, based on the same sample, of the study by Ndoromo, Björkqvist, and Österman (2017), where results of victimisation of low intensity IPA in South Sudan have been reported. In the present study, the focus is on self-reported *perpetration*, and a comparison between data on perpetration and victimisation of low intensity IPA is also made.

In the present study, the differentiation between low intensity and high intensity aggression is essential. The term *high intensity aggression* is used more or less equivalently to what other authors have referred to as physical violence, physical abuse, or physical assault within an intimate partner relationship. Other forms of IPA, in which the harm or injury induced is psychological or social rather than physical, is referred to as *low intensity aggression*.

The Revised Gender Symmetry Theory

Data supporting the gender symmetry theory (although it was not called so at that time) was first published by Straus and colleagues (Feld & Straus, 1989; Straus, 1979, 1999; Straus & Gelles, 1992; Straus & Sweet, 1992). They found, based on community data obtained with the Conflict Tactics Scale (Straus, 1979), that females and males perpetrated equal

amounts of IPA, in stark contrast to the hitherto held view that males were the main perpetrators and females the main victims. At this point in history, no distinction was still made between high and low intensity intimate partner aggression.

Subsequently, others have made similar findings (Archer, 2004, 2006; Australian Bureau of Statistics, 2012; Bates, Graham-Kevan, & Archer, 2014; Kar & O'Leary, 2010; National Intimate Partner and Sexual Violence Survey, 2010), and the term *gender symmetry theory* came into use, denoting the view that males and females are equally aggressive in intimate partner relationships. Straus has also published more recent studies on the topic (Straus, 2004, 2006, 2008, 2009, 2011). Bates et al. (2014) found in a sample of UK students that females actually were more physically aggressive to their partners than males, and that they also were more likely than males to be "intimate terrorists".

However, there is no denial that as far as homicide and serious physical violence are concerned, males are indeed the main perpetrators and females the main victims (DeKeseredy, 2011; Dragiewicz & Lindgren, 2009; Dobash & Dobash, 2004; Grech & Burgess, 2011). It should be noted, however, that according to the US National Intimate Partner and Sexual Violence Survey (Black et al., 2011), 28.5 % of the males had been victims of severe physical violence by an intimate partner.

Archer (2018) therefore brought forward a revision of the gender symmetry theory, suggesting that when it comes to high intensity aggression, females are indeed more often victimised than males, and males are predominantly the perpetrators. However, as far as low intensity aggression is concerned, females and males are equally aggressive. Furthermore, Archer thought that the revised gender symmetry theory would hold only in community and student samples in developed and relatively nonpatriarchal countries (Archer, 2018). In African countries, therefore, the revised gender symmetry theory would not apply.

Low intensity intimate partner aggression has been studied in Mexico and Finland (Österman, Toldos, & Björkqvist, 2014) with the DIAS-Adult instrument (Österman & Björkqvist, 2009). It was found that females actually scored significantly higher than males on being perpetrators of four types of aggression against their partner: physical, verbal, nonverbal, and indirect socially manipulative aggression. In yet another study conducted in Ghana (Darko, Björkqvist, & Österman, submitted), using the same instrument, it was found that males scored significantly higher than females on victimisation from physical, indirect, and nonverbal IPA, while females also in this study scored higher than males on perpetration of physical, indirect, nonverbal, and cyber aggression.

Cultural Context of the Study

Intimate partner violence against females is widely accepted in South Sudan. A study found that 82% of females and 81% of males agreed that a woman should tolerate violence in order to keep her family together (Scott et al., 2013).

South Sudan has for long been plagued with ethnic conflicts, poverty and overcrowding, all factors which have been linked to high levels of aggressive behaviour in a population. The prolonged ethnic conflict in South Sudan has destroyed income opportunities, and insecurity has prevented children from getting an education. According to the World Bank (2016), security has deteriorated considerably in South Sudan since the end of 2013. It has also been shown that ethnic conflicts in a country may increase the risk of domestic violence: a study among Israeli and Palestinian children linked ethnopolitical violence to community, family, and school violence, and to aggressive behaviour among children (Boxer, Huesmann, Dubow, Landau, Gvirsman, Shikaki, & Ginges, 2013).

Of the population in South Sudan, 51% live below the national poverty line (South Sudan National Bureau of Statistics, 2012), and since 2014, reports of hunger have been on the rise (World Bank, 2016). Studies have found interactions between community poverty and aggression (Guerra, Huesmann, Tolan, Van Acker, & Eron, 1995). Low household income has also been shown to heighten the probability of intimate partner violence (Cunradi, Caetano, & Schafer, 2002). In a 167-country analysis of latitudinal gradients of heat, poverty, and aggression, Van de Vliert and Daan (2017) found that poverty mediated heat-induced aggression.

Overcrowding is common in South Sudan: of the population, 86 % live in rural areas in "tukuls", grass thatched houses, made of mud and sticks, and 67% of the people in urban areas also live in tukuls. Fifty-nine percent of the population sleep in a room with four or more people (South Sudan National Bureau of Statistics, 2012). Two recent studies from Nigeria have linked overcrowding to domestic aggression and antisocial behaviour. While keeping the level of poverty as covariate, overcrowding was shown to be significantly associated with victimisation from sibling aggression, parental negativity

towards adolescents and antisocial behaviour of adolescents (Makinde, Björkqvist, & Österman, 2016). Another study showed that the effect of overcrowding on the antisocial behaviour of adolescents was mediated by parental negativity, adult aggression, sibling aggression and witnessing of domestic violence (Makinde, Björkqvist, & Österman, 2017). It was concluded that overcrowding may have serious consequences leading to antisocial behaviour.

Aim of the Study

The aim of the study was to investigate sex differences in perpetration of low intensity intimate partner aggression in South Sudan, to compare levels of perpetration and victimisation, and further to test whether the revised gender symmetry theory (Archer, 2018) would be applicable in an African country.

Method

Sample

A questionnaire was filled in by 302 females and 118 males in South Sudan. The mean age was 22.5 years (*SD* 8.4) for women, and 25.6 years (*SD* 7.8) for males, the age difference was significant [$t_{(407)} = 3.42, p = .001$]. Accordingly, age was kept as a covariate in the analyses. The age range was between 14 and 60 years of age.

Instrument

Perpetration of intimate partner aggression was measured with self-reports using the perpetrator version of the Direct Indirect Aggression Scales for Adults (DIAS-Adult; Österman & Björkqvist, 2009), which consists of seven scales measuring physical aggression, verbal aggression, nonverbal aggression, direct aggressive social manipulation, indirect aggressive social manipulation, cyber aggression, and economic aggression. Responses were given on a five-point scale (0 = never, to 4= often). Cronbach's Alphas and individual items of the scales are presented in Table 1.

Seven scales measuring victimisation from the same types of aggression were also included in the study. Psychometric properties of the victimisation scales and results pertaining to victimisation have previously been reported in Ndoromo, Österman and Björkqvist (2017). Results regarding associations between perpetration and victimisation from aggression will also be included in the present study in addition to results of perpetration.

Procedure

Data was collected with a paper-and-pencil questionnaire in the cities Juba and Yei. Respondents were reached through the Women's Union in both cities, and through neighbours and acquaintances of members.

Ethical Considerations

The study was endorsed by University of Juba, and research permissions were given by the local authorities in Juba and Yei. The study adheres to the principles concerning human research ethics of the Declaration of Helsinki (World Medical Association, 2013), as well as guidelines for the responsible conduct of research of the Finnish Advisory Board on Research Integrity (2012).

Table 1: Single Items and Cronbach's Alphas of the Seven Scales Measuring Perpetration of Intimate Partner Aggression (DIAS-Adult, Österman & Björkqvist, 2009), for Respondents from South Sudan ($N = 420$)

	I have
Physical Aggression 9 items, $\alpha = .82$	a) hit him/her, b) locked him/her in, c) locked him/her out, d) shoved him/her, e) bit him/her, f) scratched him/her, g) spit at him/her, h) thrown objects, i) damaged something that was his/her
Direct Verbal Aggression 7 items, $\alpha = .82$	a) threatened to hurt him/her, b) yelled at him/her, c) quarreled with him/her, d) purposely said nasty or hurting things to him/her, e) called him/her bad names, f) interrupted him/her when he/she was talking, g) angrily nagged at him/her
Nonverbal Aggression 8 items, $\alpha = .87$	a) refused to talk to him/her, b) refused to look at him/her, c) refused to touch him/her, d) put on a sulky face, e) slammed doors, f) refused to sleep in the same bed as him/her, g) left the room in a demonstrative manner when he/she came in, h) made nasty faces or gestures behind his/her back
Direct Aggressive	a) threatened to leave him/her, b) purposely provoked a quarrel with him/her, c) omitted doing things that I

Social Manipulation 5 items, $\alpha = .81$	usually does for both of us (e.g. household work), or done them less well, d) been ironic towards him/her, e) been contemptuous towards him/her
Indirect Aggressive Social Manipulation 5 items, $\alpha = .74$	a) spoken badly about him/her to someone else, b) tried to influence someone, such as children or relatives, to dislike him/her, c) ridiculed him/her in my absence, d) tried to exclude him/her from social situations, e) tried to make him/her feel guilty
Cyber Aggression 4 items, $\alpha = .76$	a) written angry text messages to him/her, b) written angry e-mails to him/her, c) written nasty text messages about him/her to somebody else, d) written nasty e-mails about him/her to someone else
Economic Aggression 2 items, $\alpha = .74$	a) not let him/her know details about our household economy, b) not allowed him/her to use money that belongs to both of us

Results

Correlations between the Scales in the Study

For females, all the seven scales correlated with each other at the $p < .001$ -level (Table 2). The same was the case for males, except for perpetration of cyber aggression that correlated slightly less with all the other scales. For males perpetration of physical aggression did not correlate at all with perpetration of cyber aggression.

Table 2: Correlations between the Scales of the Study. Females ($N = 302$) in the Lower Part, and Males ($N = 118$) in the Upper Part of the Table

Perpetration of	1.	2.	3.	4.	5.	6.	7.
1. Physical aggression		.69 ***	.57 ***	.65 ***	.57 ***	.14 ns	.47 ***
2. Verbal aggression	.64 ***		.69 ***	.74 ***	.66 ***	.29 **	.54 ***
3. Nonverbal aggression	.58 ***	.63 ***		.67 ***	.65 ***	.28 **	.51 ***
4. Direct aggressive social manipulation	.63 ***	.76 ***	.67 ***		.64 ***	.18 *	.55 ***
5. Indirect aggressive social manipulation	.59 ***	.70 ***	.67 ***	.64 ***		.18 *	.47 ***
6. Cyber aggression	.40 ***	.44 ***	.50 ***	.47 ***	.56 ***		.08 ns
7. Economic aggression	.42 ***	.46 ***	.51 ***	.47 ***	.54 ***	.50 ***	

Note. *** $p < .001$; ** $p < .01$; * $p < .05$ *

Perpetration of Intimate Partner Aggression and Age

For females, age correlated positively with all except two (cyber aggression and indirect aggressive social manipulation) of the seven scales measuring perpetration of intimate partner aggression (Table 3). In the case of males, no correlation was found for age with any of the seven scales.

Table 3: Correlations between Age and the Seven Scales of Perpetration of Intimate Partner Aggression

Perpetration of	Age	
	Females	Males
Physical aggression	.21 ***	ns
Verbal aggression	.18 **	ns
Nonverbal aggression	.20 ***	ns
Direct aggressive social manipulation	.16 **	ns
Indirect aggressive social manipulation	.11 †	ns
Cyber aggression	.04 ns	ns
Economic aggression	.16 **	ns

*** $p \leq .001$; ** $p \leq .01$; * $p \leq .05$; † $p \leq .10$

Sex Differences in Perpetration of Intimate Partner Aggression

A multivariate analysis of variance (MANOVA) was carried out with sex as independent variable and the seven scales of perpetration of intimate partner aggression as dependent variables, and age as a covariate. The results are presented in Table 4. The multivariate analysis was significant. The univariate analyses showed that there was no significant difference

between females and males on perpetration of physical, verbal and nonverbal aggression or direct or indirect aggressive social manipulation. Females were significantly more often perpetrators of cyber aggression, while there was a tendency for males to perpetrate more economic aggression.

Table 4: Results of a Multivariate Analysis of Variance (MANOVA) with Sex as Independent Variable, and Seven Types of **Perpetration** of Intimate Partner Aggression as Dependent Variables, and Age as a Covariate (N = 409)

	F	df	p	η_p^2	Group with Higher Mean
Effect of Sex					
Multivariate Analysis	3.01	7, 400	.004	.050	
Univariate Analyses					
Physical aggression	0.12	1, 408	ns	.000	-
Verbal aggression	1.40	"	ns	.003	-
Nonverbal aggression	0.19	"	ns	.000	-
Direct aggressive social manipulation	0.91	"	ns	.002	-
Indirect aggressive social manipulation	1.86	"	ns	.005	-
Cyber aggression	5.89	"	.016	.014	Females
Economic aggression	3.65	"	.057	.009	(Males)*

Note. * = tendency

Correlations between Scales Measuring Perpetration of and Victimization from Aggression

For females, all scales measuring perpetration of aggression correlated with all scales measuring victimisation at the $p < .001$ -level (Table 5). The highest correlational coefficients were found between perpetration of and victimisation from physical aggression ($r = .70$), and between perpetration and victimisation of nonverbal aggression ($r = .72$). For males, all scales measuring perpetration, except those for cyber aggression, correlated at the $p < .001$ -level with all scales measuring victimisation (Table 6). Perpetration of cyber aggression correlated only with victimisation from cyber aggression, while victimisation from cyber aggression correlated also with perpetration of physical and verbal aggression, and direct aggressive social manipulation.

Table 5: Correlations between Scales of Perpetration and Victimization of Aggression for Females (N =282)

Perpetration	Victimisation						
	1.	2.	3.	4.	5.	6.	7.
1. Physical aggression	.70 ***	.58 ***	.59 ***	.54 ***	.57 ***	.33 ***	.45 ***
2. Verbal aggression	.52 ***	.60 ***	.51 ***	.49 ***	.54 ***	.35 ***	.35 ***
3. Nonverbal aggression	.55 ***	.60 ***	.72 ***	.60 ***	.57 ***	.37 ***	.53 ***
4. Direct aggressive social manipulation	.49 ***	.49 ***	.54 ***	.49 ***	.52 ***	.36 ***	.38 ***
5. Indirect aggressive social manipulation	.48 ***	.52 ***	.56 ***	.46 ***	.57 ***	.39 ***	.36 ***
6. Cyber aggression	.31 ***	.30 ***	.37 ***	.27 ***	.34 ***	.57 ***	.27 ***
7. Economic aggression	.32 ***	.36 ***	.47 ***	.36 ***	.39 ***	.37 ***	.38 ***

*** $p < .001$

Table 6: Correlations between Scales of Perpetration and Victimization of Aggression for Males (N =113)

Perpetration	Victimisation						
	1.	2.	3.	4.	5.	6.	7.
1. Physical aggression	.46 ***	.42 ***	.64 ***	.39 ***	.51 ***	.32 **	.36 ***
2. Verbal aggression	.45 ***	.52 ***	.62 ***	.38 ***	.39 ***	.30 **	.39 ***
3. Nonverbal aggression	.38 ***	.36 ***	.52 ***	.29 **	.32 **	.18 †	.21 *
4. Direct aggressive social manipulation	.27 **	.39 ***	.47 ***	.39 ***	.32 **	.22 *	.22 *
5. Indirect aggressive social manipulation	.48 ***	.49 ***	.46 ***	.48 ***	.45 ***	.16 †	.35 ***
6. Cyber aggression	.18 †	.11 ns	.09 ns	.09 ns	.04 ns	.22 *	.07 ns
7. Economic aggression	.45 ***	.38 ***	.38 ***	.47 ***	.35 ***	.07 ns	.37 ***

*** $p \leq .001$; ** $p \leq .01$; * $p \leq .05$; † $p \leq .10$

Within-Subject Comparisons between Perpetration and Victimization

Two within-subject analyses of variance (WSMANOVA) were conducted, one for females and one for males, with seven pairs of perpetration versus victimisation of aggression, and age as covariate. For females the multivariate test showed only a tendency toward a significant difference [$F_{(7, 239)} = 1.85, p = .079, \eta_p^2 = .051$]. The result showed that for females, levels of victimisation and perpetration of aggression were equally high, this was the case for all seven types of aggression. For males the multivariate test was significant (Table 7). The univariate tests showed that for males victimisation was significantly higher than perpetration on three types of aggression; physical aggression, direct aggressive social manipulation, and economic aggression, while a tendency was found for verbal and cyber aggression.

Table 7: Results of a Within-subjects Multivariate Analysis of Variance (WSMANOVA) for **Males** ($N=105$) Comparing Score for Perpetration with Scores for Victimisation on Seven Scales Measuring Different Types of Intimate Partner Aggression

	<i>F</i>	<i>df</i>	<i>p</i> ≤	η_p^2	Behaviour with Higher Mean
Effect of Perpetration vs. Victimisation					
Multivariate Analysis	4.57	7, 97	.001	.248	
Univariate Analyses					
Physical aggression	27.10	1, 103	.001	.208	victimisation, Fig. 1.
Verbal aggression	3.58	"	.061	.034	(victimisation)*
Nonverbal aggression	1.52	"	<i>ns</i>	.015	-
Direct aggressive social manipulation	4.11	"	.045	.038	victimisation
Indirect aggressive social manipulation	1.91	"	<i>ns</i>	.018	-
Cyber aggression	3.62	"	.060	.034	(victimisation)*
Economic aggression	4.81	"	.031	.045	victimisation

Note. * = tendency ($p < .10$)

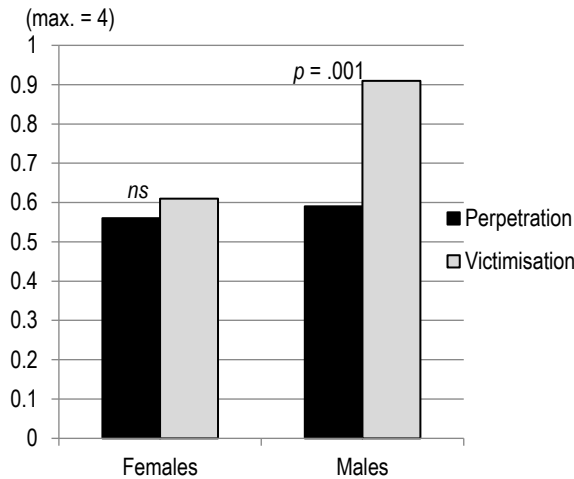


Figure 1. Mean values for females and males on perpetration of and victimisation from physical aggression ($N = 420$).

Discussion

Studies on *high intensity* intimate partner aggression usually find females to be victimised more than males, while males are found to be perpetrators to a higher degree than females (DeKeseredy, 2011; Dragiewicz & Lindgren, 2009; Dobash & Dobash, 1988; 2004).

The results of the present study on *low intensity* intimate partner aggression showed that females and males reported themselves to be equally often perpetrators of five types of aggression (physical, verbal, and nonverbal aggression, as well as direct and indirect aggressive social manipulation). It was also found that for females, the difference between levels of victimisation and perpetration were not significant for any of the seven measured types of aggression, while for males,

perpetration scores were significantly lower than victimisation for three types of aggression (physical aggression, direct aggressive social manipulation, and economic aggression).

A previous study by the same research group (Ndoromo et al., 2017), based on the same sample in South Sudan, found that males were significantly more victimised from low intensity physical and verbal aggression, and that there was no significant sex difference on victimisation from three other types of low intensity aggression.

Furthermore, in a study involving respondents in Mexico and Finland (Österman et al., 2014), using the same instrument, DIAS-Adult (Österman & Björkqvist, 2009), it was found that males scored higher than females on victimisation from physical and nonverbal aggression. While females scored significantly higher than males on being perpetrators of four types of low intensity aggression (physical, verbal, nonverbal, indirect socially manipulative aggression) against their partner.

The results of these three studies support the revised gender symmetry theory (Archer, 2018) according to which males are expected to score higher on perpetration of high intensity aggression, while females and males are expected to score equally high on perpetration of low intensity aggression.

In the same vein, a study by Darko et al. (submitted) on low intensity intimate partner aggression in Ghana also found that males scored significantly higher than females on *victimisation* from three types of aggression (physical, indirect, and nonverbal), while females scored higher than males on *perpetration* of four types (physical, indirect, nonverbal, and cyber). Thus, there is evidence supporting the revised gender symmetry theory also in Africa.

In his proposal of the revised gender symmetry theory, Archer (2018) suggested that gender symmetry should be expected to be found only in community and student samples in modern Western nations, with a relatively high degree of gender equality. In developing countries with a patriarchal society structure, gender symmetry should not be expected to occur, not even in the case of low intensity aggression. The present study, like the ones by Ndoromo et al. (2017) and Darko et al. (submitted) contradicts this notion. Furthermore, both Ghana and South Sudan are known to adhere to highly patriarchal values. Ghana is a fairly well-developed nation for African standards, with literacy, education, and employment rates being relatively equal for males and females (Darko et al., submitted). Still, it is definitely to be considered as a developing country with a patriarchal society structure. South Sudan, on the other hand, is the youngest and one of the poorest nations on earth, and it has a long way to go to overcome patriarchy and gender inequality.

These findings suggest that the revised gender symmetry theory may need another "revision": apparently, male victimisation from low intensity IPA does not occur only in Western, relatively egalitarian societies, but it has now been shown to occur also in the highly patriarchal, developing countries of South Sudan and Ghana in Africa. More studies are needed from developing countries on other continents to see whether similar findings can be made there.

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Lack of Good Governance and the Generation of Political Crises in Developing Countries: Practical Case of Macedonia, Last Three Years' Experience

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Abstract

Having in mind that the political approach and the way of governing today in developing countries is one of the key problems that face, or exists in Macedonia's practice, especially in a country like this, where today, still in these new, political, economic and global conditions and circumstances, we encounter great difficulties in the state of government and the lack of proper functioning of the transparent and principled form of institutions providing public services or those who have a tendency to public service delivery. The main purpose of this paper is to give some clarification about an experience that is often repeated in the practice of developing countries. This paper will raise these problems and issues: What are the underlying reasons for the lack of governance in developing countries?; What steps should be taken by governments of these countries in sense of being more prepared in the process of integrating countries into European structures and how can they prevent crises in the process of political reform? The paper will raise the research aspect by giving the opportunity to recognize the political reasons for the experiences that this country shares in the process that is ongoing even these days. And the last part of this research will focus on the recommendations that will be given to developing countries.

Keywords: Governance, reform, political change, crisis, development, integration!

Introduction

Deficiencies of good governance and generating political crises in developing countries

The history or the past of the developing countries, especially the Western Balkan countries, have a very similar past. They are distinguished for a very dark past, both from the gaps in economic development and from other aspects, social and political. Moreover, it has already become known to us that in the practice of many states there is a new experience in the creation and function of the state, the organization of society, the form of institutional and role of the state, the level of democracy and a number of other principles that define the position of a state with high standards, are certainly factors that are largely lacking in developing countries, where Macedonia is also part.

From these factors that this experience of this country has been associated since the dissolution of the former Yugoslavia, respectively, the political processes in Macedonia, including the creation of an independent state, the beginning of political pluralism, the definition of the aspect legal-constitutional state, power-sharing and state-organisation, there is this situation.

As we have emphasized in the part of introducing that the framework of this paper, among others, we have said that the aspect of the lack of good governance, respectively, the generation of political crises in a country that is in the practice of developing countries, as case of Macedonia is, the factors of these problems are evidenced not only by domestic and international lawmakers, but these practices are already part of the experience that European policy actors talk about every day and count aspects of the obligations that share the actors of the decision-making scene dedicated to key figures of the country's leadership. So, the problems of many spheres intertwined in one state, within the institutions where more noise and experience are heard that do not resemble much the same with a state whose part, as experience, increasingly draws on the negative connotation, the attention of the factor international.

We emphasized that at the beginning of this scientific paper, respectively the genesis of every problem is not that it cannot be recovered, but one thing that is overcome as problematic in Macedonia is the fact that there is no good political will that will open the way to the functioning of a genuine democratic state of the dimensions of multi-ethnic society.

Experiences after 2001 in Macedonia or, first steps democracy in Macedonia till daily experiences

Looking into more comprehensive dimensions, if we look at the current political situation in Macedonia with the latest technology known as "Political Throne" we will detect some problems that would make us realize that our political situation and experience does not differ greatly from the unrest who today have taken over international politics. It distinguishes itself in its manifestation and the genesis of the problem which may be another plan. If we were to make a study of a deeper nature of this problem, then we see that while political actors around the world try to find solutions to problems;

In Macedonia, the political situation is even more strained by its political actors. The difference is noticeable from the beginning. Although, for the European continent - the Western Balkans occupies a space of nearly 550,000 square miles, the problems of the latter in each part are a separate model. Similarly, it happens with the political experience in Macedonia. Familiar to international opinion a political experience such as ours and even more in internal circumstances, it is unthinkable to understand that the consequences of a monistic system still feel today. Although from political pluralism, Macedonia has from time to time been an actor in the ratification and adoption of many international acts and those of a domestic dimension and other minor dimensions, we are again witnessing a flagrant violation of these rights by the institutions themselves.

The character of the multi-ethnic state, which includes the experience of Macedonia as a state in the Balkans, despite the fact that the impression of the international factor with the 2001 conflict reduced the tensions with the signing of a joint contract of bilateral political parties at that time, the situation the actual testifies to the contrary.

Not only is the problem of inequality between the ethnicities that make up Macedonia unresolved, but in spite of that, the situation is even more strained. Today, there is no citizen or, in other words, few are those who are not insinuated to a particular case where the protagonist of the guilty side is always an Albanian, or another case or a script, the epilogue of which is unknown and never ends in favour of Albanians.

From the point of view of a common citizen, each of us in a situation like this and by the way of the resonance we would show, of course, the charges are directed to power.

Violent or violence that appears ever-unilaterally led by Albanians. It is clear now that whenever powers or governments change, accusations of their failures and failures, the eyes are always oriented towards the Albanians. Whenever the problems generate the crisis and find no solution, an armed conflict is opened, as was the case in Kumanovo, proving that we are a crisis factor that we seek solving through weapons only. Being the leader of such nationalistic policies, Macedonian political entities forget to generate political chaos not only to the political entities of Albanians but also to themselves and as a result the situation comes out of control even in larger proportions, again involving the international political factor. Such experiences of current political processes make it clear that citizens feel disloyal, governed in the form of a chaotic model of violence and tyranny, abused institutions and legitimacy by policymakers, which we also understood from the recent rumours that there is another argument to believe in this regime that causes nothing other than annihilation of the fundamental values of democracy and the collapse of a system that is in the midst of it. Faced with such situations and experiences as evidence of the violation of human dignity, many of the political figures of the time and other actors as members of the 2001 National Liberation Army, power has, at all costs, tended to undermine the image of these structures created in the experience of the Albanian political bloc in order to achieve aspirations that were contrary to every aspect of the concept of good governance. In this regard, they used a set scenario that proved that we are the ones who are pushing the problems, we are those who do not have devoted political representatives and a lot of unsupported charges that are a not very enviable concept for the factor international. The facts show that this non-standardized political format that in Macedonia's experience of a system such as that of democracy but the facts leads to totalitarianism that has political entities of ethnicities in Macedonia that participate in power but do not implicate the political processes that political parties sign Stabilization and Association Agreements but largely generate instability; which guarantee the rights of use of the language, education and use of symbols of Albanians but which are never respected. It remains to emphasize formal representation, just as a number but not an effective growth of the influence on the crucial decision-making role of the Albanians ... seems elusive for a broader opinion, but this scene clearly speaks for an almost elusive as well as paradoxical reality, based on the reality of the time we are living. It will continue, while the image of people who are considered to have an impact on political life is tending to fade, giving more space to those who serve political conjunctures that protect the image of a servile

policy that leads to the root of the whom we tried to create for many years, to give life to a multi-ethnic society that would be duly represented also to the country's relevant institutions, thus giving more space to the peaceful path and the resolution of conflicts that would be in defence of common interests. As citizens, members of this state feel ourselves without influence not only in the state structures, but also by a significant number of people who are loyal to this structure that governs which day by day destroys our families, generates fear in large measure, does not take any decision to improve the economic, political and social status of society in general. Misappropriations and forgeries have become part of the experience of certain state services that it is unfortunate that this is in favour of criminal conjunctions created by the state services of that state and, more so, by using only Albanians from the ranks of Albanians only to be in favour of a destructive policy that damages our image as an important factor in political life and decision-making.

These situations and dissatisfaction will last as long as the structures of the Albanian political bloc will co-govern this type of leader as it was Gruevski (former Macedonian prime minister) policy and while sitting under the power chair.

There, where little space is given to the voices of citizens it should not be said that there is democracy ... Where power is imposed by force, there is no legitimacy ... Where religious principles are used for certain aspects of the mass manipulation ideas, there is no moral ... Where the social aspect, politics has deviated, it is difficult to find a balance ... now there is nothing left to do in this labyrinth, except new steps for reforms and move forward perpetrators with hope for better future.

Based on this reality, the manner or the way that is followed by political actor's years before in the experience of Macedonia, we can identify some of reasons, regarding the generated political crisis in Macedonian society and governance. There are several reasons that push a political process to generate consecutive government crises in Macedonia's practice.

In this case we are re-emphasizing or enumerating some of the important factors that the Government of the Republic of Macedonia needs to make a special turn.

Today, they are also a permanent requirement in the political statements of subjects that are intended to seriously support the political process in Macedonia, especially when those issues are very important to move the process forward towards the integration of Euro- Atlantic structures.

Part of the important obligations that help to a better process are:

Representatives of Albanian political parties in Macedonia through a joint declaration expressed their commitment to the realization of national rights in the forthcoming government mandate through mutual support in accordance with the spirit of the Ohrid Agreement and the Constitution of Macedonia¹.

"The strict implementation of the principle of multi-ethnicity in the Constitution of Macedonia, where Albanians are recognized as a state-forming population. Support of any legal and constitutional initiatives that reinforce ethnic equality for the Albanian population. Achieving full language equality, using the Albanian language at all levels of government and guaranteeing its use as a fundamental and constitutional right. The Constitution of the Republic of Macedonia should stipulate that the Macedonian language with the Cyrillic alphabet and the Albanian language with its alphabet are the official languages of the Republic of Macedonia ", reads the statement made after the meetings that the leaders of Macedonian political parties conducted with their own leaders as political structures and supported by political parties also commit to "a comprehensive debate on the flag, anthem and state emblem of the Republic of Macedonia, state symbols that reflect multi-ethnicity and ethnic equality"; full support for the work of the Special Prosecution Office, as well as "full disclosure of judicial issues and proceedings such as" Sopot ", " Brodeci ", " Monstra "and" Kumanovo "²through an investigative committee or an independent international troupe.

In the document there are also requirements for achieving economic equality and social welfare, especially through equal regional development, while also requiring the formation of one ministry for a political system and relations with communities, as well as the realization of fair representation in the security, intelligence and justice.

"Creation of a new mechanism, in the form of a State Commission for the Financing of Municipalities, for a fairer decision-making on government grants for the benefit of municipalities. Establishment of a Ministry for Political Systems and

¹ Ohrid, Its is please, city in Macedonia, where there was met, foerighn political intermediator and local political leader to signh one agreement,daily known as Ohrid Framework Agreeemt, after the war or armed conflict in Macedonia in 2001.

² Names of the cities and villages in Macedonia, basically with Albanian inhabitants, or with majority ethnic Albanian's inhabitant.

Relations between Communities, as the body responsible for respecting community rights and promoting economic and social development in disfavoured areas"

Regarding Macedonia's integration, Albanian political parties, on the basis of the agreed document, are committed to the country's NATO membership and the European Union as the only option for "Macedonia's long-term prosperity and stability;

Resolution of the name issue in accordance with European values and principles of international law, good relations with neighbours, cooperation with Kosovo and Albania on integrated border management, opening of new border points, and so forth"

The fulfilment of these objectives, as stated in the document, will be overseen through the establishment of the Albanian Parliamentary Party's Table, which would function according to the rotation principle and set deadlines for achieving the objectives of the document.

This is the approach of the problem solving based on the equal treaties and best manage or govern in case of Macedonia.

How international NGOs look at the case of the governance and political crises

It is also too much important, the international NGO, look at the last political activities and what kind of the general overview they mention it, about this situation.

Based on the reports of Freedom House, or based on some basic democratic indicators, there are some details based on that point of view.

*"Perhaps the most well-known measure is conducted by the Freedom House, an American-based NGO that describes itself as "an independent watchdog organization dedicated to the expansion of freedom and democracy around the world" (Freedom House – About Us). Although Freedom House is an organization independent of the United States government, its views are largely reflective of the American foreign policy establishment. They describe themselves further as "a strong voice for a U.S. foreign policy that places the promotion of democracy as a priority" (Freedom House – Content/Our History)."*¹

Freedom House measures countries along a number of indicators:

Freedom Status (Free 1.0 -2.5 scale; Partly Free 3.0 – 5.0 scale; or not free 5.0 – 7.0 scale). It also develops a rating scale based on the scale for **Political Rights** and **Civil Liberties**. Those numbers are averaged and result in a numerical **Freedom Rating**. Finally, each country receives an **Aggregate Score**, which provides in more detail on a 0 (least free) to 100 scale (most free). The following table (Freedom House) includes numerical scales that evaluate how the countries in the former Yugoslavia, Albania and Bulgaria rank in 2016:

State	Freedom Status	Political Rights	Civil Liberties	Freedom Rating	Aggregate Score
Albania	Partly Free	3.0	3.0	3.0	67
Bosnia Herzegovina	Partly Free	4.0	4.0	4.0	55
Bulgaria	Free	2.0	2.0	2.0	80
Croatia	Free	1.0	2.0	1.5	87
Kosovo	Partly Free	3.0	4.0	3.5	52
Macedonia	Partly Free	4.0	3.0	3.5	57
Montenegro	Partly Free	3.0	3.0	3.0	70
Serbia	Free	2.0	2.0	2.0	78
Slovenia	Free	1.0	1.0	1.0	92

¹ Hubbell, Larry- Fulbright Professor at SEEU-PAPS Faculty, from Seattle University, USA, analysed in details the measurement factors and the results based in the situation of Macedonia.

As noted in the table, among nine formerly Communist countries in the Balkans, Macedonia is one of five countries identified as **Partly Free**, whereas four are classified as **Free**. Furthermore, it's **Aggregate Score** of 57 ranks seventh among these Balkan countries.

(The Aggregate Score for the United States is 89 somewhat lower than Slovenia.) To put this in further context, according to the Freedom House, of the 195 countries analysed by them, 87 (45%) are **Free**, 59 (30%) are **Partly Free** and 49 (25%) are **Not Free**.¹

The Gini Index of Income Distribution

The next index measures income distribution – the so-called Gini Index. A score of 0 denotes perfect equality of income, whereas a score of 100 denotes perfect inequality. Democracy is advantaged in a country to the extent that income is more perfectly distributed because relative income equality tends to enhance social and regime stability. The following chart (indexmundi.com) indicates to what extent that income is distributed in eight formerly Communist Balkan countries. (There was no score for Kosovo.)

Country	Gini Index Score	Date Measured
Albania	29.0	2012
Bosnia	33.0	2007
Bulgaria	36.0	2012
Croatia	32.0	2010
Macedonia	44.1	2008
Montenegro	33.1	2013
Serbia	29.7	2010
Slovenia	25.6	2012

On this scale, Macedonia scored last among the eight formerly Communist Balkan countries. In other words, wealth tends to be more concentrated in Macedonia than in the other countries. (The United States Gini Index score stands at 41.1 as of 2012.) Furthermore, the median score among the 154 countries measured is 38.0. Furthermore, Slovenia score of 25.6 is the third lowest Gini Index score in the world.

Corruption Perceptions Index: The Corruptions Perceptions Index is developed annually by Transparency International – an organization with a multi-national board that has more than 100 chapters worldwide. This organization defines corruption as “the abuse of entrusted power for private gain. It can be classified as grand, petty and political depending in the amount of money lost and the sector where it occurs” (Transparency.org/what-is-corruption). Furthermore, Transparency International claims that “Our Global Corruption Barometer is the world’s largest survey asking citizens about their direct personal experience” (Transparency.org). The following table (Ibid.) indicates the **Ranks** of nine formerly Communist Balkan countries as compared to the 176 countries surveyed. It also creates a Score for their country along the following continuum (0 being “highly corrupt” and 100 being “highly clean”).

Country	Rank	Score
Albania	83	39
Bosnia Herzegovina	83	39
Bulgaria	75	41
Croatia	55	49
Kosovo	95	36
Macedonia	90	37
Montenegro	64	37
Serbia	72	42
Slovenia	31	61

¹ Official datas based on the annual report of Freeform Hause, for Balkan coutries, Macedonia, 2017.

Among the nine formerly Communist Balkan countries surveyed, Macedonia ranks eighth. The average score worldwide is 43. (The **Score** of the United States is 74.) The Corruptions Index is an important measure since it is a surrogate measure for the rule of law, perhaps the most crucial element of a democratic society.

Human Development Index

The last index we look at is the Human Development Index or HDI, which measures social indicators, specifically life expectancy, education levels and per capita income. The HDI “was developed by the United Nations as a metric to assess the social and economic development levels of countries” (Nations Online). In the survey 188 countries are ranked. A rank of between 1 and 51 indicates Very High Human Development; 52- 105 High Human Development; 106 -147 Medium Human Development; and 148 -188 Low Human Development.

The following table (ibid.) indicates the ranks of eight formerly Communist Balkan countries. (There was no score for Kosovo.)

Country	Human Development Index Rank
Albania	75
Bosnia – Herzegovina	81
Bulgaria	56
Croatia	45
Macedonia	82
Montenegro	48
Serbia	66
Slovenia	25

As with the other measures, Macedonia’s ranking regard to the Human Development Index is low relative to the other formerly Communist Balkan countries. Indeed, it ranks last. Although its ranking does place it among the High Development countries, its rank does fall within the lower part of the range. (The United States ranking on this index is 10.) The Human Development Index tends to be correlated with democratic development. Countries with a high HDI ranking tend also to be highly developed democratic states.

RECOMMENDATIONS

Being a candidate country for membership in the European Union, as it is currently Macedonia, is not easy, because the obligations that are part of the “home works” for these states must be fulfilled, such are:

Rule of law

- Belonging Democracy within Society and State, Independent Public Institutions from daily influence political structures;
- Independent judiciary, in Macedonia’s practice, we have the suggestions that emerge from the so-called “Priebe package”, known as part of the legal declarations for Macedonia’s justice reforms in practice;
- Fulfilment of constitutional detachments and redefinition of the state or giving of a multi-ethnic charter as it corresponds with the reality of the practice of the state and the society of Macedonia;
- Building genuine reports among people in the multi-ethnic society of the state;
- True cross-border reports with countries bordering the country;

Approximation of good international practices that will guide the country towards Euro-Atlantic structures.

These and a number of other obligations are the priority of this time for the structures that will rule the country.

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New Media in Formal and Non-formal Higher Education in Social Sciences

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Abstract

IT-era has changed not only the notion of intercultural communication worldwide, but also every aspect of human reality. In this paper, the authors present the application of electronic media in formal and non-formal education in Croatian higher education institutions on the example of the Faculty of Law, University of Osijek. Special attention is paid to specific computer programmes, language databases and tools for machine translation and machine-assisted translation used in the teaching process within the Lifelong Learning Programme for Lawyer-Linguists as a new type of non-formal interdisciplinary education delivered at that faculty. In the introductory part, the authors discuss the role of new media in formal higher education and present results of a questionnaire conducted among teaching staff of the Faculty of Law Osijek related to application of the Internet and other new IT-media in specific courses. The main part of the paper is focused on the analysis of the course Online Translation Tools and EU Vocabulary, carried out within the Lifelong Learning Programme for Lawyer-Linguists. Teaching contents of that course are delivered by using computer technology (translation tools and databases accessible online), which serves as a medium for teaching translation. Simultaneously, instructing students in proper and skilful usage of those media represents the principal goal of that course. In the concluding part, the authors try to determine the role of new media and IT in formal and non-formal types of tertiary education in the future.

Keywords: higher education, lifelong learning, new media, online translation tools

Introduction

Modern time is characterized by expansion of IT-media in every field of human activity. Accordingly, electronic media have inevitably been implemented in professional education, particularly in the higher education system. Social sciences, specifically law schools, have also made use of those inexhaustible sources of information. Power Point presentations represent nowadays a most commonly used teaching tool, and use of the internet sources has become an integral part of teaching approach at Croatian law faculties. Modern teaching approach includes analysis and discussion of different legal documents, laws and international conventions available online as well as implementation of audio-visual materials, like trials or video conferences in delivery of subject-matter courses.

Goal and the Method

As usage of IT and electronic media has become an indispensable part of modern teaching process even in the most traditional higher education institutions, the main goal of this paper is to present the extent and the manner of usage of IT and modern electronic media as teaching devices at the Faculty of Law, University of Osijek, Croatia. Special attention is paid to a specific type of non-formal education delivered at that faculty, which includes the course founded on and aimed at productive usage of modern technologies.

In the introductory part, the authors discuss the role of new media in contemporary higher education. As illustration, the usage of the Internet sources and electronic media in delivery of subject-matter courses in Croatian higher education institutions is presented by analyzing the results of the questionnaire conducted among the teachers of the Faculty of Law Osijek and the Faculty of Law Zagreb in the year 2013 (Kordić, Papa 2013). In that part of the paper, we use a comparative approach and the method of statistical analysis. The main part of the paper is focused on the use of modern IT media and online translation tools within the non-formal education program carried out at the Faculty of Law Osijek: the Lifelong Learning Program for Lawyer-Linguists. Special attention is paid to the course *Online Translation Tools and EU Vocabulary*, in which online database and machine translation tools perform two functions: they serve as a means of instruction, and at the same time, the ability to use them independently represents the principal goal of the course. In that part of the paper, the authors use a qualitative approach to the analysis of the subject presented. Although this paper only partly relies on the research results, we are convinced that it gives a valuable contribution to modern education science by presenting and discussing a non-formal type of higher education developed in Croatia as a response to changed economic and employment circumstances in which modern electronic media play an important role as teaching devices.

IT and modern higher education system

The upcoming generations of the 21st century have all grown up surrounded by computers, the internet and mobile phones and are often considered as generations of the „digital natives“. This fact has quite clearly defined their relationship to digital technology. They expect the features such as the IT- founded creativity and communication to be a part of their everyday lives, their education and the way they learn and communicate. In this context, the students of today are no longer similar to the students taught by the 20th century methods. In order to make the universities competitive, these technologies need to be integrated into the curricula and the courses designed, in order to reflect professional real life. On the other hand, most academic teachers assume digital technology to be an integral part of social and educational lives of their students but not of the people of their own age. Many discussions about modern education focusing on IT are related to its effect on teachers, institutions and learners as end users. The academic circles and educators are challenged by the way current generations feel comfortable in using digital technology. For the sake of students' intrinsic motivation as well as for the purpose of productive and elaborate computer assisted learning, it is important to introduce information technology into the teaching process. According to Dudeney and Hockly (2007), information technology can be used in education in different ways. Students and teachers can use websites to browse for authentic information unlike teacher created materials, which facilitates at the same time the personalized learning experience and approach to learning. Internet-based project work incorporates task based and cooperative learning (from simple information gathering to simulations and web-quests). Communicative approach to language learning is supported by using email, chat and Skype, which again points out the importance of cross cultural communication and intercultural competence. Furthermore, opportunities for collaborative tools such as Wikis, Google Docs, or Share Point incorporate a wide variety of audio-visual items supporting the communication both written and oral. Online reference tools can be used to relate to online resources (corpus, dictionaries, thesauruses etc.).

The New Media Consortium (NMC) is a non-profit group of more than 250 higher education institutions, museums and companies, whose task is to stimulate and promote the exploration and use of new media and technologies for learning and creative expression. The NMC points out that in the years to come, the key trends speeding up the introduction of technology in higher education will be “ (...) advancing cultures of change and innovation, increasing cross-institution collaboration, growing focus on measuring learning, proliferation of open educational resources, increasing use of blended learning and redesigning learning spaces” (2015 Horizon Report, Higher Education Edition, <http://www.nmc.org/>).

Implementation of IT at Croatian law faculties

IT in the formal type of education

As pointed out previously, modern technologies and new media need to be integrated into the teaching process of higher education institutions worldwide. In order to explore the extent of the usage of IT and modern media in education of prospective lawyers in Croatia, we included several questions related to this issue into a wider questionnaire conducted in 2014 at the Faculties of Law in Croatian towns of Zagreb and Osijek. General purpose of the questionnaire was to establish the attitudes of specialized teachers at those faculties towards the importance of knowledge of the English language for law students and to explore their own usage of teaching materials and legal documents in English available on the internet and accessible by using modern technologies. Overall results of that research were published in the professional journal of

the Faculty of law Osijek *Pravni vjesnik* (Kordić, Papa 2014), but for the purpose of this paper we shall present and analyse the part of the research results relating to the role, function and usage of computer technologies and other new media at Croatian law faculties.

Research results. At the Faculty of Law Osijek, 29 out of 50 teachers participated in the research. At the Zagreb Faculty of Law, which employs 140 teachers, only 38 were willing to take part in the research. Before comparing the results gathered at the two faculties, our presumption was that the respondents at both faculties would offer similar answers. It is interesting that almost all respondents use computer technologies to prepare their lectures and most of them (95% on average at both faculties) use Power Point in delivering their lectures. The fact relevant for this paper is that 35% of specialized teachers of the Osijek faculty and 18 % of teachers of the Zagreb Law Faculty claimed that they used sources in English in teaching their courses but also recommended such sources as obligatory exam materials to their students. Those materials include textbooks, book chapters, but also court decisions and other legal documents, as well as international bills and conventions available on the internet. Such internet sources are most intensely used in teaching Private International Law, European Law, Labour and Social Law and Commercial Law. The difference in the percentage that can be observed between the two faculties may have resulted from the fact that 79% of the Osijek respondents are younger than 35 and belong to the young generation trained in using (and open to) new technologies. The percentage of recommended supplementary exam materials in English available online is high at both faculties: 82% of respondents at the Faculty of Law Osijek and 63% of respondents at the Faculty of Law Zagreb recommend to their students additional (supplementary) learning materials in English, most of which are available online. That percentage is mostly covered by the courses in Private International Law, European Law, Labour and Social Law, Commercial Law, followed by Revenue Law and Civil Law. At the Faculty of Law of Osijek the usage of teaching materials in English available on the internet is especially intensive in exercises and seminars: 80% of teachers (mostly teaching assistants) use internet materials, 30% use chapters or shorter legal texts available online and 23% use video-clips. As for student activities, at both faculties students are instructed and encouraged to use the internet sources in their academic activities. According to our respondents, law students at both faculties mostly use materials available on the Internet for writing their seminar papers (92% on average at both faculties) and for preparatory reading before courses (35% on average at both faculties). By analysing the results presented above, we can conclude that new media and IT take a significant place in preparing and delivery of most exercises and seminars at Croatian law faculties (the questionnaire was conducted at two out four law faculties in Croatia). However, the percentage of teachers using internet sources in English for their lectures and as obligatory exam materials for students is rather low, especially at the Faculty of Law Zagreb. The percentage of positive answers is substantially higher at the Faculty of Law Osijek, which is in close correlation to average age of the respondents (almost 80% of respondents are 35 and younger), and to the respondents' knowledge of English (most Osijek respondents assess their knowledge of English as very good). A relevant variable is also the fact that our respondents are mostly teaching assistants who do not deliver lectures but exercises and seminars that are primarily focussed on students' activities and additional reading. Our results indicate that teaching staff at both faculties is aware of the importance of IT in the lives of young people and in their university education, which is confirmed by the fact that student activities at both faculties are significantly oriented at the resources and possibilities of learning offered by computer technologies.

Limitations of the research. The relevance of the presented results for this paper may have some limitations, taking into account the fact that they primarily relate to using teaching materials in English available on the internet, and that the respondents' bodies compared here differ in number. It is indicative though, that the respondents' age and knowledge of English have significantly influenced the results. That is why we can claim that these data confirm the growing trend of implementation of computer technologies in higher education in Croatia and the fact that they have become an indispensable part both of the everyday and professional life of young generations. However, from the educators' point of view it should be highlighted that new materials from the internet and other electronic media should be selected carefully in order to be integrated in specific courses in accordance with the curriculum and the outcomes planned for specific course. This requires more workload and preparation for teachers. As Dudley-Evans and St John state: "The Internet is bringing further changes as courses can now be downloaded from all over the world. For the teacher as provider of material, the concern will largely be with evaluating and using rather than preparing materials – and they nearly require more time to preview than paper-based materials" (Dudley-Evans and St John, 2007, p. 185). In the following part of the paper, we shall present specific and intensive application of computer technologies in the informal type of education, which has been carried out at the Faculty of Law Osijek for several years now: the Lifelong Learning Programme for Lawyer-Linguists.

IT in non-formal education at the Faculty of Law, University of Osijek, Croatia

Following the Strategy of Josip Juraj Strossmayer University of Osijek, the Faculty of Law made an effort to bring about prosperity and well-being of its social community. One of its strategic goals for the period 2010-2020 is to promote lifelong learning programmes as non-formal ways of education, which should equip citizens with additional competences and skills required by the labour market (Strategy, 2011: 54). In accordance with this goal, in the period of accession of Croatia to EU and its labour market, the Chair of Foreign Languages of the Faculty has developed a new programme of non-formal education that represented a direct response to economic changes and employment chances opened to Croatian legal professionals on the EU labour market. This specifically refers to professions required by European Personnel Selection Office of the EU Commission, such as translators, legal administrators and lawyer-linguists. The new programme was developed within the lifelong learning education programmes of the Faculty of law Osijek and was called the Lifelong Learning Programme for Lawyer-Linguists. The programme was accredited by the Senate of the Osijek University in 2012. Since then, it has been carried out every year in January, February and March. It encompasses seven courses with altogether 160 teaching hours, which are allocated 22 ECTS credits. Attendants are graduate lawyers with thorough foreign language knowledge (primarily English and German). This knowledge must be proved by corresponding certificates before enrolling into the programme. After passing all exams, attendants obtain certificates verified with an official stamp and signed by the Dean of the Faculty. The Programme comprises the following courses: *Introduction to the EU Law, Introduction to the Theory of Legal Translation and Terminology, Exercises in Legal Translation – English Language, Exercises in Legal Translation – German Language, Introduction to French Language of Law, Croatian Language for Lawyer-Linguists and Online Translation Tools and EU Vocabulary*. Modern teaching methods, Power Point presentations and EU legal documents available online are used in all the courses. Within the course *Online Translation Tools and EU Vocabulary*, possibilities offered by new computer technologies are implemented in a specific way and by using a specific teaching approach.

The course Online Translation Tools and EU-Vocabulary

Historical Background

Translating legal texts has never been an easy task and, like any other activity involving language, it was for a very long time reserved for linguists. They also translated everything in the sphere of law, either as interpreters providing oral translation, or as translators working with texts. In this context, we may distinguish between translators of texts in the field of law and legal translators. Translators in the field of law actually translate all kinds of texts including those with legal contents and they are primarily expected to have the required linguistic knowledge and skills, which they can apply in a specific language pair. Legal translators are also primarily language experts, but they specialise in translating legal texts, for which they must also learn the essentials of law relating to the language pair(s) they translate from and into. The creation of the European Communities, which have eventually evolved into the present-day European Union, has introduced a new problem based on one of the essential principles of the Union: the principle of equality – not only of member states and their people but also of the languages spoken in them. At the time, this noble idea did not seem to be a potential source of huge problems since there were only 4 languages in question (Dutch, French, German and Italian). However, this would change drastically because the years that followed brought six enlargements of the EU with a number of new languages and thousands of new regulations for translation. What the administration and bureaucrats in the bodies of the EU were now asking for were experts who not only understood the basics of law but who themselves were legal experts in one or more fields of law, and who also possessed a very high level of proficiency in the required language pair or pairs. This turned the old ideas about translating as an exclusive domain of linguists upside down and new experts were in demand. These experts are now referred to as lawyer-linguists. Croatia has become painfully aware of the lack of such experts the moment it expressed the desire to join the EU. Only then the relevant bodies in Croatia realised that there were very few people who could take up the daunting task of translating the *Acquis Communautaire* into Croatian and Croatian legislation into other EU languages. This is one of the reasons why, as the accession talks between Croatia and the EU were approaching their final stage, a series of lifelong education programmes were developed equipping attendants with the necessary knowledge and skills that were in demand at the time. One of such programmes is also our programme for lawyer-linguists as a part of lifelong learning projects for lawyers.

EU-Vocabulary, Data Bases and Translation Tools

The contents of the course Online Translation Tools and EU Vocabulary are divided into two parts covering periods: a) before the accession of Croatia to the EU and during the accession talks, and b) the period since the accession of Croatia to the EU with the localization of most of the data bases and services. This division was necessary for practical reasons, because still some materials are available only in one of the “older” official languages, and the databases have only partially been translated into Croatian). The attendants of the course are therefore instructed both how to find and access information and documents in English (as the most commonly used source language) and also how to search those databases that are available in Croatian.

EU-Vocabulary. The first thing one observes when reading a legal text from the EU is the number of very strange and unintelligible abbreviations using characters and digits. This is why our course includes a subject dealing with on-line databases and programmes, and why this subject starts from the explanation and definition of the commonly used abbreviations, which are used in actual search for information, data and documents.

European Union Vocabulary Manual – EuroVoc. EuroVoc is a multilingual and multidisciplinary thesaurus covering terminology from 21 domains and 127 sub-domains relating to all fields of activities in the EU. Its focus is on the terminology used by the European Parliament and there are currently versions of EuroVoc in 24 languages used in the EU plus Albanian, the language used in the FYROM (Former Yugoslav Republic of Macedonia) and Serbian. It can be accessed directly from its own home page offering localised versions in any of the 24 languages or from within other databases (e.g. from EurLex) in the same language version as the respective database. It is regularly updated and managed by the Publications Office and can be searched in various ways: alphabetically, by domain or by subject matter. EuroVoc can be searched on-line or downloaded freely, following different criteria. Attendants are given a demonstration of various search modes for practicing the use of EuroVoc.

IATE. IATE is the official site introducing InterActive Terminology for Europe. It may be the first source of information about the terminology of the EU documents but it also has some serious limitations. It is primarily intended for general audience and not for any legal or technical purposes, and there are no guarantees that the available documents actually reproduce officially adopted texts; the only exceptions are texts published in the Official Journal, which are always authentic. The portal provides initial information about the meaning of the sought term and the document(s) in which it may be found in use. Almost entire European documentation is available in four languages (English, French, German and Spanish). Most documents have also been localised and are available in all other official languages of the EU but this depends on the year of a country’ accession to the EU: countries that have accessed the Union only recently – such as Croatia – only have limited (but constantly growing) number of entries. In spite of its shortcomings, IATE is a good site for any initial search for meanings of certain terms.

EUR-Lex. EUR-Lex offers access to all laws of the European Union including treaties, legislation and consolidated legislation, EFTA documents, preparatory acts, case law of the EU, international agreements and even questions raised in the EU Parliament. It also allows insight into national case law and measures for the implementation of national laws in the member states through N-Lex. Furthermore, users can access relevant judgments of courts in the member states and of the EU Court of Justice through the JURE (Jurisdiction, recognition and enforcement of judgments in civil and commercial matters) collection. JURE has a serious fault, however, because cases are only available in their original languages with summaries in English, French and German, so they can only be used as examples of how certain terms can be used in respective languages. Probably the most useful feature of EUR-Lex is the possibility to access directly the Official Journal (OJ) from within the EUR-Lex and to find all OJ issues that exist only in printed version. For all these characteristics, the EUR-Lex home page may well be the starting point for any research relating to EU legislation and its versions in different languages. The practical part of the subject therefore includes different search options both in the Official Journal and in the EUR-Lex URI-database with and without full information about the navigation elements (such as, for example, the OJ publication reference, or the Celex number). To start an efficient search in the EUR-Lex database, it is very useful to know the Celex number of the sought document. Celex database is the inter-institutional documentation system for Community law and it contains coded numbers of the documents published in the Official Journal (documents of the European Communities and those produced by the Court of Justice including legislation, treaties, case law and preparatory documents). The first thing attendants of the course must learn is how to interpret, understand and distinguish different Celex numbers. The attendants are only required to remember the meaning of particular parts of the Celex number and encouraged to use the Celex table that makes the search for particular types of documents a lot easier. Practical

assignments include decoding the Celex number, using the table, interpreting the types of documents according to their Celex number, searching the database using Celex numbers and, finally, producing a Celex number for a specific type of document.

European Union Open Data Portal. This very useful site offers information about all data that are freely available to general public, but also to legal and language experts who can access the requested data without previous registration. The database can be searched in a vast variety of ways - from alphabetical search, search according to subject matter or subject group, search according to popularity of search topics, to search according to date of publication or according to source of information. The Portal may also serve as the starting point from which users can "jump" into other databases, such as CORDIS (EU-funded research projects database), Eurostat (statistical data from various domains within the EU), DORIE (collection of all documents issued by the European Commission), ESCO (European Skills, Competences, Qualifications and Occupations database), etc. It should be noted that ESCO is very useful not only for people seeking employment in the EU, but also for agencies providing employment. Furthermore, the Portal allows access to the already mentioned EuroVoc as well as to the DGT-Translation memory (a data-base with sentences and their direct translations into 24 languages of the EU; its content includes segments of the *Acquis Communautaire* and all treaties, regulations and directives adopted by the EU as part of the European legislation). Attendants of the course are instructed on how to use the most popular and helpful features of the European Union Data Portal and receive assignments to search for specific information at home.

IPEX. The principal function of IPEX is to facilitate inter-parliamentary cooperation in the EU by offering a platform for inter-parliamentary electronic exchange of all EU-related information between parliaments of the EU member states. The platform contains information about parliamentary scrutiny in EU affairs including aspects of subsidiarity and regularly updated calendar of scheduled inter-parliamentary meetings. There are also forums for the exchange of views on topical issues. The site is therefore a valuable source of nearly first-hand information about the state of affairs in the EU and in all of its members. It is primarily intended to be used by national parliaments' members and IPEX correspondents in national parliaments. However, it is also open for use to every citizen of the EU interested in inter-parliamentary communication within the EU. Citizens can access the databases as 'general users' who can only search the data base or as 'authenticated users' who can also store the searched documents but first have to create an account with IPEX. The portal is fully operational only in English with parts that have been localised in other EU languages. In addition to search options for the portal, attendants of the course are also informed about other databases accessible from the IPEX website (ECPRD, ECPRD and the Council of Europe).

TAIEX. TAIEX is the Technical Assistance and Information EXchange instrument of the European Commission. This tool was of great importance for Croatia as the candidate for EU membership, but it also remains operational and usable in the years of adjustment after the accession. It offers information about European neighbourhood policy and funds available for the financing of cross border cooperation and other activities. One serious limitation of the site is that it is intended exclusively for the experts from the public administration of the member states. However, as Croatia has become a full member of the EU, its citizens can apply for the status of registered experts willing to assist future candidates for Union membership in their preparation for accession. Since this largely applies to Croatia's neighbouring countries, attendants of our course are well advised to consider the possibility and maybe apply for the status of registered experts.

TED. TED (Tenders Electronic Daily) is an online version of the Supplement to the Official Journal of the EU focusing on public procurement. The course attendants are informed about its contents and options it offers, because it provides free access to business opportunities from the EU, the European Economic Area and even beyond that with information published in all 24 official languages of the EU. After registration, users can personalise their search profiles, receive email alerts about available positions, etc. All this makes this portal unavoidable for anyone seeking quality employment in the EU.

Machine Translation (MT) and Machine Assisted Translation (MAT)

The vast number of documents and other written information produced daily in the bodies and institutions of the EU must be made available at least in all working languages and preferably also in all other of the 24 official languages of the EU. This puts an enormous burden on the translation service provided by the member states and administered by the DGT (Directorate General for Translation) responsible for the translation services. The 21st century with its many technological wonders has brought some relief for translators of some languages by providing automated/machine translation for

particular language pairs. Years of use and experience have resulted in drastic improvements of the service in some languages so that today translations between particular language pairs (e.g. English < - > German; English < - > French or French < - > Spanish) work almost flawlessly rendering instant translations of most communicated documents. These translations must be proof-read by translators to eventually become official. Unfortunately, machine translation software was primarily oriented towards the so-called "big" languages, and Croatian is not one of them so that, for the time being, machine translation is still unavailable, while machine assisted translation is merely an option for translators of Croatian. Nevertheless, course attendants must be informed about the possibilities offered by automated translation tools.

Machine/Computer Translation. At the moment, there is no quality machine translation software for Croatian either as target or source language. However, the principle on which the software operates for other languages raises the hope that at some time in the future machine translation will be also available for Croatian. The principle is very simple: the translation software searches a vast database that contains previously produced documents in all available language versions. The software then re-samples texts by simply replacing the text in the source language with already existing sentences from other texts from the target language database. This requires an enormous bank of texts so it is rather a matter of time needed for a language to fill the text bank before any language could be translated by machines and only proofread by humans. What now works with the working languages in the EU will one day also work with Croatian as well.

Machine/Computer Assisted/Supported Translation. Unlike the machine translation where the machines do all the work and humans only exercise control, machine assisted translation still requires a lot of human work, and unlike machine translation, which is still out of reach for most "small" languages such as Croatian, machine assisted translation is also available for these languages. Here the users have a choice between word translators and text translators, which are obviously a better solution since they work with entire texts. There is also the choice between freely accessible translation services such as Google Translator or Babylon and commercial online translation services provided by many local companies in their respective countries. The problem with free translation services is that the translation is not always of good quality, especially (again) for "small" languages; commercial online translation services, on the other hand, may be quite expensive. Both these types of services also share a common feature: the user has no influence on the translation process – one can only work on the finished text. The good news here is that Croatian translators can use localised commercial translation software for language pairs such as English – Croatian/Croatian – English or German – Croatian/Croatian – German that works quite well. The software can be purchased and installed on the user's PC and it comes with a renewable 1-year license for one machine. Since this is the only quality translation software available on the market, course attendants are given a demonstration of how to use the programme and how to make it progressively more efficient. The programme can be "taught" about the language by editing texts while they are being translated, by expanding the programme's dictionary database and by feeding finished translations into the programme's memory (so that eventually it will work almost in the same way as machine translation programmes do). The attendants can download a trial version of the programme with limited functionality (but offering most of the important options for users) and practice its use by translating a text they receive as a home assignment.

Conclusion

From its earliest days, the EU has been developing a specific language of administration that had to be incorporated into all official languages in use in the member states. This includes all of the treaties, directives, recommendations and other legal documents and materials that have been produced in the Communities since their foundation and that are now known as the *Acquis Communautaire*. Its translation into the respective language is the first step any candidate for membership in the EU must take. In the past almost 70 years since the birth of the present-day EU many things have changed, and that also includes the amount of materials, programmes, databases and other forms of aid for the translators in EU institutions, all of which is now provided by the DGT – Directorate General for Translation. In this paper we have tried to demonstrate how foreign language teachers at the Faculty of Law, University of Osijek, responded to new requirements that modern higher education system is faced with in the new circumstances of the 21st century. It was by developing of a non-formal type of education programme – the Lifelong Learning Programme for Lawyer-Linguists, in which electronic media play an important role and in which possibilities they offer are excessively used. They are most intensely applied within the course *Online Translation Tools and EU Vocabulary*, in which modern media not only serve as devices for teaching translation, but their skilful use also represents the principal goal of the course.

There is no doubt that new media and IT will play an even more important role in formal and non-formal types of education in the future. This fact, however, represents a new challenge and new requirements for teachers who should be instructed

how to use them properly, efficiently and in accordance with the specific curricular tasks and planned learning outcomes. The question is: should we accept those changes open-mindedly and only with positive attitudes, or should we take into consideration some rather critical approaches, like the opinion "that teachers should have at the same time a positive attitude towards and a healthy scepticism of these technological devices" (Dudley-Evans and St John, 2007, p. 185)?

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Continuity and Change in Patriarchal Structure: Recent Trends in Rural Bangladesh

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Abstract

This paper is about the transformation in the patriarchal structure of Rashidpur village in Munshiganj district, Bangladesh following overseas migration of men leaving their women in the village. In doing so, the study explores the continuity and changes in the discourse and practices of traditional gender roles in a patriarchal Muslim society considering the perspective of both men and women. The study pays especial attention to transnational communication of the villagers, the changes in their gender based mobility and its contribution to the changes in patriarchal ideology. The study is based on ethnographic fieldwork, which examines whether the changes are sustainable or temporal for a period when the husbands are abroad and what happens to the practices when the husbands permanently return. Though the findings of the study indicate the diversity and complexity of practices, migration of men increases the mobility of the left behind women. Again, the entrance of cell phone, TV and satellite channels and transnational communication of women have significantly changed their agency as individuals. Consequently, many young wives like to come out of the domination of their in-laws and live in separate households instead of previous joint arrangement. The overall findings of the study show a remarkable change in the traditional pattern of village life. The study contextualizes structure and agency to understand how patriarchal structure influences individuals and how individuals play a role to transform the structure in exchange through their mobility, activities and resistance when the migrants are abroad.

Keywords: agency, mobility, patriarchy, structure, transformation.

Introduction:

In one sunny late afternoon in March 2017, two friends were chatting sitting on grass of a corner of the bank of a pond near a tea stall in the middle of Rashidpur village. Seeing me passing through the unpaved path beside the bank, they greeted and requested me to sit beside. Afterwards, a group of men of different age who had gathered in front of the tea stall to enjoy their regular cup of tea, biscuit and pass their leisure time chatting with one another, came forward to us and joined the conversation. Although the group conversation covered diverse issues, I had the opportunity to keep it focused on the topics related to my objectives which included migration history of the village, changes in the village social organizations or traditional power structure and changes in gender based lifestyle and mobility of the villagers after migration etc.

This paper¹ is based on my PhD study which is a yearlong ethnographic fieldwork from January to December, 2017 in Rashidpur, a migrant village under Rashunia *union parishad*² under Sirajdikhan *Upazila*³ in Munshiganj district, Bangladesh. The village is situated about 45 kilometres to the south from the zero point of the capital city Dhaka, Bangladesh. Agriculture

¹ I should mention here that I did my master's thesis in 2000 and M. Phil thesis in 2011 in a gulf migrant village in Comilla, another migration prone district of southeastern part of Bangladesh. Again, I was born and brought up in a village in Comilla from where a large number of migrant workers migrated to different countries especially to the Middle East, Southeast and East Asian countries. Consequently, I have been observing the struggle of the members of migrant households and related social transformation for many years. I also have published three papers on three different issues of migration.

² Union Parishad is the smallest and the lowest administrative unit of local government. Each union is made up of nine wards. Each ward consists of one or more villages. A Union Parishad consists of a chairman, nine members for nine wards and three reserved women members who supervise three wards by each. The chairman and the members are elected by direct election. Union Parishad is responsible to oversee law and order and development activities of the government at local level.

³ Upazila is a Local government unit in the middle of Union Parishad and district.

has been the main occupation of the villagers for many generations before migration. But they have started going abroad as labours from the beginning of the 1980s which is why a remarkable change has been occurred in their traditional occupations. At present, remittance has become the main source of survival of many households. Remittance has also brought a significant change in the lifestyle and housing construction in the village as the households have been transformed from thatched to corrugated tin or sometimes to brick built buildings. But the communication to and from the village is still very difficult as it does not have road connection with the adjacent villages from three sides. A concrete road reached the southern side of the village. This is the main path of the villagers to communicate with outside world. Recently a few shops including tea stall, grocery, tailor shop and a garage for auto rickshaw have been established from two sides in the end corner of the road making the area a small bazaar and the main meeting place of the villagers. Alongside these shops, two tea stalls have been established to the western side of *Dewan bari* (homestead) beside a mud road whereas another tea stall has been established to the southern side of *Dewan bari* beside an unpaved path and the bank of a pond. The youth and older men of the village, after their daylong hard work, get together in front of the tea stalls in the afternoon and spend time until the late evening by chatting with one another and taking tea, biscuit, banana, bread etc. I joined many of their gatherings and listened to their ordinary conversations during the whole period of my fieldwork in the village.

Since the study deals with the gender sensitive issues of a rural Muslim society where women are kept under veil in the public place and where people are very much concerned about male female interaction, especially with outsiders, I had to think about my rapport and interaction with women especially who are alone in the absence of their husbands. Again, the cultural and religious norms of Bangladesh do not permit a man to talk with a woman individually in a separate place. To overcome this, I appointed a trained female researcher having a background in anthropology and gender studies to work as my assistant in the field. I talked to male members of the migrant, returned migrant and aspirant migrant households to know their feeling about women whilst she gathered information from women. Nevertheless, sometimes, I also talked with some women of migrant households depending on situation.

The physical structure of Rashidpur is different from surrounding villages. The homesteads of the village are separate from one another and they are like chunks where a large number of households are built in a small land area for which the villagers are concerned about the privacy of their movement while outsiders stay in the same homestead. For this reason, we conducted the fieldwork through our residence in the household of one of my friends in a nearby village which is half a kilometre away from Rashidpur. Since the village is not far away from our residence, we could stay in the village all day long, sometimes until the late evening to observe the natural movement and interaction of the villagers. We used to come back to our residence during lunch time and go back again before afternoon. We have conducted the study applying participant observation method as the main method along with a variety of other anthropological techniques such as census, Key Informant Interview (KII), in-depth interview, life story interview and informal group discussion with men and women of migrant, returned migrant and aspirant migrant households. In the beginning, we have conducted a census with both migrant and non-migrant households to have an overview of the village and to assess the basic changes in the migrant households. After the census, we have known that the village has 1404 people who are divided into 307 households of which 110 are migrant households from where 133 (127 men and 6 women) villagers have migrated to different countries especially to the Middle East, Southeast and East Asian countries to earn their living. We have also counted 55 returned migrants from 48 households. Most of the villagers are Muslims. There are six Hindu households where four have migrant men. Our respondents were selected using a variety of sampling techniques such as purposive sampling, snowball sampling or quota sampling depending on the issues of discussion. During the whole period of fieldwork we talked with men and women of different age and economic class to gain insights into transnational communication and gender based mobility of the villagers and their effect on the changes of women's agency and broader social structure overtime. Except the members of migrant, returned migrant and aspirant migrant households, we also talked with the village leaders, *khadem*¹, *imam*², primary school teachers, service holders, entrepreneurs and the like to get a comprehensive and clear picture about the changes in the village social organizations like household, homestead, lineage and society overtime. We did not record the conversation as we came to know that people do not speak from inner feeling in front of recorder. We also did not use camera without the permission of the villagers so that they can realize our honor to their privacy. In addition, before starting interview, we used to inform them clearly about the objective of the study and take their consent to collect data with a trustworthy rapport. Finally, I have used pseudonyms of all the informants and the village in the paper to protect their privacy.

¹ Khadem is the caretaker of shrine. There are four shrines in Rashidpur.

² Imam is the religious leader who performs Muslim prayer in the mosque. There are two mosques in Rashidpur.

Bangladesh is the 90th largest country in the world considering its landscape and the 8th largest country considering its population. Again, according to the density of population, it is the most densely populated country in the whole world. The latest estimates of the United Nations shows that the current population of the country is 16.53 million with a density of 1265 per square kilometer (<http://www.worldometers.info/world-population/bangladesh-population/>, accessed on 22.12.2017). But indicators such as illiteracy, unemployment and low per capita income demonstrate that it is one of the poverty stricken countries of the world. As a result, mobility and migration of people have significantly increased both within and outside of country to earn living. According to Bangladesh Bureau of Statistics, the mobility of people has notably increased from 2012-2016. In the year 2016, per thousand 76 persons have moved within the country (Ittefaq report, May 30, 2017). Over the past few decades, Bangladesh has become one of the major labor sending countries from where approximately 500000 people join world labor market each year. According to Bangladesh Bureau of Manpower Employment and Training (BMET), from 1976 to November 2017, in total 11388250 Bangladeshi people have migrated to more than 162 countries among which the top ten destination countries are Saudi Arabia, Kuwait, the United Arab Emirates, Qatar, Bahrain, Oman, Malaysia, Singapore and South Korea. But the flow of female migration is only 574, 075 from the year 1976 to 2016 because of the prohibition on female migration from government at different times. Though Bangladesh received a decreased amount of remittance \$13.60 billion in the fiscal year 15-16, it earned the highest amount \$15.27 billion in the fiscal year 14-15 (<http://www.bmet.gov.bd/BMET/statisticalDataAction>; accessed on 22.12. 2017). Therefore, at present, international aid agencies in Bangladesh lost their significance with the impressive growth of ready-made garments export industry and the rise of remittance largely from the Gulf States (Raitapuro & Bal 2016). Therefore the study of migration in Bangladesh has national significance and practical relevance.

Though the overall destinations of the Bangladeshi migrants are Middle East, Southeast and East Asian countries, there are regional variations as some districts dominate migration to some countries. Migration to the industrialized West has a long history which dates back to the British colonial period. During the late 18th and early 19th century, poor people from East Bengal (Chittagong and Noakhali) started working as labors in the British Merchant Navy which used to ship goods from Kolkata to all over the world. Likewise, poor peasants from Sylhet district got works in the dockyards of Hoogly near Kolkata and in the British Merchant Navy. Many of these sailors especially from Sylhet district jumped from the ships and disappeared when the ships landed in the United Kingdom or the United States of America. Many of the workers also joined the factory as labors in the UK by the help of the British Merchants (Gardner 1995; Sikder 2008). These workers are regarded as the pioneer migrants to the industrialized West. At present, Bangladeshi people continue to migrate to the West through different ways- as students and later acquiring work visas, as workers and through reunification of family. Among the Western countries, the United Kingdom and the United States are the major destinations where other important destinations are Italy, France, Greece, Spain, Belgium, Germany, Netherlands, Canada, Australia, New Zealand, South Africa and Japan (Sikder, 2008). Approximately 500,000 Bangladeshi people live each in the United Kingdom and the United States. According to the government officials and migration experts, more than 1.2 million Bangladeshi migrants are living in Western countries (Sikder, 2008).

After the independence of Bangladesh in 1971, there has been a significant change in the pattern of migration from Bangladesh. Oil boomed Middle Eastern countries started major infrastructural development works in the beginning of 1970s for which they opened the floodgate of working opportunities for expatriate workers. Bangladesh government signed the contact with Arab states in 1976 when 6087 migrants left the country to join the workforce. By the late 1970s newly industrialized countries of the Southeast and East Asia- Malaysia, Singapore, Republic of Korea, Hong Kong and Japan also gradually attracted Bangladeshi migrant workers. Since then, the number of migrants has increased dramatically every year. But the pattern of migration to the Middle East, Southeast and East Asia is quite different from the West. Migration to the Middle East, Southeast and East Asia is short-term in nature with special job contract according to which the migrants must return home after the completion of the contract though a large number of migrants are staying abroad illegally for years. On the other hand, they get long term residence in the Western countries after which many get citizenship to the host countries (Sikder, 2008). Historical evidence shows that Sylhet, Chittagong and Noakhali districts dominate migration to the Western countries especially to the United Kingdom and the United States. As Sylhet district dominates migration to the United Kingdom, it is jokingly called the London of Bangladesh. On the other hand, Comilla, Chittagong, Brahmanbaria, Chadpur, Dhaka, Tangail, Noakhali and Munshiganj districts are known as royal districts because of migration to the Middle East, Southeast and East Asian countries. The district wise scenario of migration shows that Munshiganj district is ranked as the eighth largest migration prone area where Comilla district stands the first position among the 64 districts in Bangladesh. According to Bangladesh Bureau of Manpower Employment and Training (BMET), 705, 490 migrants went abroad from Comilla district between the year 2005 and 2016 whilst 193, 621 people migrated from Munshiganj district during the same

period of time (<http://www.bmet.gov.bd/BMET/statisticalDataAction>; accessed on 22.12. 2017). Munshiganj district has especial reputation among commoners for migration to the Southeast and East Asian countries like Japan, Republic of Korea, Singapore and Malaysia. Among the areas of Munshiganj district, Sirajdikhan upazila is well known for international migration where Rashidpur village is specially known for its remarkable change because of migration over the last few decades.

Migration of individuals leads to the questioning of existing orders (Gardner & Osella, 2003). The available researches conducted in Bangladesh and in South Asia focused on different issues and indicate a significant change in traditional social orders. The early studies consider migration as a modern phenomenon that brings modern values and practices in sedentary rural lives. Therefore, they link migration to the breakdown of rural community (Gardner & Osella 2003). Later, several studies link origin and destination of migration and consider it not only as a source of income but also of high status and power back in the village (Lefebvre 1999; Osella and Osella, 2003; Ali, 2007). A few studies also shed spotlights on the social and cultural changes in the left behind community (Gulati 1993). Existing studies on migration conducted in Bangladesh highlight the issue of remittance, economic development and changing status of migrant households (Siddiqui, 2003 & Gardner, 1995). While studying gender issue, some studies highlight on internal and international migration of women and link it to the changing position of women individuals both in the work and dwelling place (Sharma 1986; Kabeer, 2001; Dannecker, 2002). A few studies also focus on migration of man and link it to the social protection and higher status of women of the left behind households (Gardner 1995; Rashid 2009). Against this background, the objective of this paper is to explore the transformation in the patriarchal structure of Rashidpur village in Munshiganj district, Bangladesh following international migration of men leaving their women in the village. In doing so, this paper investigates into the continuity and changes in the discourse and practices of traditional gender roles and the development of agency among women in a patriarchal Muslim society. It also explores whether the practices are sustainable or temporal for a period when the husbands are abroad and what happens to the practices when the husbands permanently return. The study follows the idea of motility (Kaufmann, Bergman & Joye, 2004) to explore the effect of the migration of men and the mobility of left behind women on the transformation of social structure in Rashidpur village. It also contextualizes structure and agency of practice theory (Bourdieu 1977; Ortner 2006) to understand how patriarchal structure influences individuals and how individuals play a role to transform the structure in exchange through their mobility, activities and resistance when the migrants are abroad. Thus the study is an endeavor to contribute to the field of feminism by identifying different forms of changing discourses and practices of a patriarchal Muslim society in rural Bangladesh.

Migration and Changing Pattern of Wedding:

There is no single wedding type in Bangladesh (Gardner, 1995; 163). Similarly, different types of weddings are found in Rashidpur village depending on the level of education, *gosthi* (lineage) tradition and financial condition of the households. The villagers whom I met informed me that most of the weddings are arranged by the guardians of both bride and groom. When a boy or a girl grows up, household members take decision to marry-in/marry off him/her. But the guardians of bride usually do not send proposal rather they take mental preparation and wait for proposals to come. On the other hand, the guardians of the groom may look for a suitable bride by themselves in or outside the village. If they find anyone, they may share their desire with a reliable person who may play role as an *ukil*¹ (matchmaker) or negotiator to arrange the marriage. If the *ukil* agrees, he/she contacts with the guardians of the potential bride. If the guardians concede, *ukil* and the representative of groom's party may see the bride usually in her natal house. At one point, the two parties sit together and settle down the transactions². Marriage

¹ Ukil or a matchmaker is a person who brings bride and groom's party together and mediates the marriage. The people of Rashidpur believe that it is a divine duty; making a new relationship is equal to building a mosque. Gardner (1995) shows that ukil is the central figure for a marriage especially for the initial contacts.

² Sattar (50), a farmer told that one or two generation back, bride's family had to provide the groom's family with cash money and gifts. Groom's family also had to give kabin (a deed of marriage where the groom commits to pay the bride a certain amount of money in cash or in kind), ornaments and cloths to the bride in exchange. At present, because of the increase of literacy rate and economic improvement, the exchange of cash money has decreased but total expenditure has remarkably increased from both sides. These transactions include different kinds of expensive gifts like furniture, TV, refrigerator etc from bride's party. Groom's party also gives big amount of kabin and ornaments and expensive cloths. Alongside these, arrangement of lavish feasts are offered from both sides. The respondent again told that remittance and flow of cash money has a big impact on this change. Gardner (1995) also shows that transaction is never one-sided. Analyzing the present transaction in India, Rao (1993) told that households of better educated women pay more dowry than the households of less educated women. Their better financial condition allows them to pay more. In India, it is called 'groom price' with the higher demands for educated men seen as a reflection of higher value in marriage market. In the case of

occurs after a few visits and exchange of opinions. Niamul (48), while taking tea in a tea stall, said to me that his elder brother, Mirajul (58) got married about 35 years back according to the desire of his father. At first, the father, accompanying one of his friends, informally visited the bride's house which is far away from Rashidpur village and selected the bride for his son. Later, the father, accompanying a few relatives and well-wishers, took Mirajul to show the bride. Mirajul saw the bride and told that he had respect on his father's choice. Hearing this, the guardians arranged the marriage instantly at the consecutive night. They came back home next day with the new wife. In another case, Mohsin (30), a migrant who came back home from Cyprus to visit his household members, talked with me at a sunny noon sitting under a tree in front of his house and informed me that he got married five years back when he visited his household members for six months. He saw five probable brides in different villages surrounding Rashidpur before taking the final decision. His household members and he started looking for a bride by the help of relatives, well-wishers or friends. He accompanied his brother-in-law during seeing the brides all the time. He paid a handsome amount of *bokshis*¹ (vail/cash money) each time to show honor to the probable brides. He paid the highest amount of *bokshis* to the bride whom he finally married. In a different case, my assistant and me talked with Tahmina (22), in one morning sitting in front of a neighboring house beside the house of her husband when her parents-in-law were away. She informed us that her marriage was a love marriage with Mizan (28), a migrant to Saudi Arabia. They fell in love of each-other two years back when she was studying in a college and Mizan came back from Saudi Arabia to visit Bangladesh for six months. Her natal house is a few villages away from Rashidpur. Once they got court marriage² without the permission of both of their parents. Her parents-in-law did not accept the marriage. In such situation her husband stealthily left the country for Saudi Arabia without informing her. Later her parents arranged a *shalis* (village arbitration) in Rashidpur where the village leaders ordered her parents-in-law to accept her. Afterwards, her parents-in-law permitted her to stay in their house. But her husband has not been maintaining any contact with her. At present, she is studying bachelor in a college and hoping to manage a job and waiting for her husband. Later, I have heard from a few young villagers that the marriage was not usual. Mizan was not willing to marry her but continue the love relation. But Tahmina was claiming that he was planning to abuse her. So, she made him compelled to marry.

The above cases indicate a remarkable change in the perception of wedding among the migrants and the young generation villagers. Many villagers told me that migrants see different patterns of male-female relation abroad and get motivated accordingly. They also share their ideas with their friends and household members by audio/video call on cell phone or when they visit home. In addition, the village has electricity connection since the early 1990s. At present, most of the migrant households have TV and android phone. Recently, dish antenna (satellite TV channels) has also entered into the village. Women watch TV while young generation people use mobile internet in their leisure time. Besides, Indian movie and TV serials have gained significant popularity among the women and grown up children. The Indian movie and TV serial reported to show the programs related to love story and internal household conflict. As a result, the idea of passionate relation or romantic love is increasing among the migrants and the young villagers. But parents and *gosthi* (lineage) elders do not accept romantic relation and love marriage because wedding is a means of social mobility to establish one's position in the society by making new affinal links (Gardner, 1995). Therefore, they accept only socially arranged marriage because it is linked to the prestige of household and *gosthi* members. They are especially concerned about the modesty and behavior of brides. While talking about wedding process, Hamid (45), a village leader told, "We like all the girls when they move in the street. But we cannot choose anyone when we look for a bride." In this regards, Gardner (1995, 162-63) argues that the reason behind this concern is that households compete in the village for status through marriage and plan to increase their social network upon the correct

Bangladesh, in some cases, education has a positive impact on dowry as the educated girls more likely to marry without dowry. But it is also true that when dowry is paid for educated women, the amount is considerably higher than the price paid for less educated women. By contrast, higher proportion of women with no education pay dowry although the amount is small (Amin, 2008). This pattern involves the marriage strategies pursued by the parents of educated and non-educated women (Huq & Amin, 2001: Suran, Amin, Huq & Chowdhury, 2004).

¹ It is a norm to provide the potential bride with *bokshis* or vail by cash money when groom's party formally sees her for the first time. It is considered as a symbol of honor to the bride.

² Court marriage is a simple declaration. It is a kind of love marriage where Muslim bride and groom go to kazi (registrar of Muslim marriage) office to solemnize and registrar marriage and collect a receipt of marriage certificate. Afterwards, they go to an advocate to declare themselves as husband and wife by a 'Notary Public' and 'Affidavit'. Later the couple must collect the Nikah Nama (marriage certificate) from kazi office for legal protection. On the other hand, there is no particular instruction from the government of Bangladesh for Hindu/Buddhist/Christian marriage for which bride and groom go to City Corporation or priest or the administration of Temple/Church after solemnizing the marriage at Temple/Church (Israt Hasan, The Daily Observer; July 30, 2015).

behavior of their daughter. Therefore the discourse and practices of weddings may be different to different individuals of the same households based of age and gender.

Household Composition:

Household is the smallest unit of village social organizations. Official definitions and existing village studies define household as a residential unit where family members, lodgers, borders or servants live and eat together (Ahmed, 2008). But the members of migrant households do not consider households only based on eating and living arrangement (Ahmed, 2008; Uddin, 2013a). Here the absent migrants are not only household members but also the head of the households by virtue of the position as the sole breadwinners. In many cases, the left behind household members live on remittances sent by the migrants who are far away from home. The migrants are physically absent but in actual sense they are present as household members or the main source of survival. The migrants and the left behind members maintain continuous contact in such a way that their interaction crosses the national boundary and turned into transnational (Gardner & Grillo, 2002; Uddin, 2013a). Parrenas (2001) says that migrants earn abroad while their household members perform the activities of reproduction, socialization and consumption in the village. Therefore migration plays an influential role in the transformation and reorganization of household composition. Migrant households in Rashidpur village show that the composition of households is malleable and continuously changing. I have talked with the members of migrant, returned migrant and aspirant migrant households and found a variety of compositions where most of the migrant households are temporarily managed by women in the absence of their men. The rest of the households are headed by men-father or brother. In some cases, married daughters and their children live in the households of their parents. In some exceptional cases, divorced or widowed daughters take shelter in their natal households. Therefore it is impossible to generalize the consequences of migration on the composition of households. I have found the following variety of household composition in Rashidpur village.

Table 1: Composition of Migrant Households in Rashidpur Village:

Composition of Household
Husband + Wife
Husband + Wife + Children
Husband+ Wife+ Children+ Married daughter
Husband + Wife+ Children+ Divorcee daughter
Husband + Wife + Children + Mother of Husband
Husband+ Wife+ Children+ Father of Husband
Husband + Wife + Children +Married Sibling + Parents and Widowed Sister of Husband
Husband + Wife + Children + Married Sibling + Mother of Husband
Husband + Wife + Children + Unmarried Sibling + Parents of Husband
Husband + Wife + Children + Married Sibling + Unmarried Sibling + Parents of husband
Husband + Wife + Children + Married Sibling + Unmarried Sibling + Mother of husband
Husband + Wife + Children + Married Sibling + Parents and Grandmother of husband

Source: Fieldwork, 2017

The villagers divide the composition of households broadly into two categories- *bhinno* (nuclear) and *ekloge* (joint). But their definition is different from Western construction 'nuclear' and 'joint'. Gardner found in Talukpur that nuclear household consists of husband, wife and their children and joint household consists of parents, their married children (usually sons) and their spouses and children, plus daughters who are divorced/separated or widowed (1995: 102). In the case of Rashidpur, usually, the members of a household are family members; but its membership is open where relatives may be included. In most of the cases, *bhinno* households consist of married couple and/or their children. Sometimes, single parent of husband may be included. Married daughter may also be included if her husband is abroad. Likewise, divorced or

widowed daughter may also be included if she is single. An old widower and an old widow got married after the death of their previous couple. The husband is now 70 years old while the wife is 62. On the other hand, *ekloge* households consist of parents, married sons and their couples and children. Sometimes, married daughter and her children may also be included if her husband is abroad. Sometimes, divorced or widowed daughters and their children may also live there. Household composition of Rashidpur village shows that in both of the categories, one or more relative of both couple typically of the husbands may be included depending on situation. Therefore, it is important to know how local people themselves explain the composition because different individuals have different interest in decision making within the household (Gardner, 1995).

Household structure is usually in peak when sons get married-in, their wives work under the direction of the mother-in-law and the daughters are married off. Father belongs to land property and supervises household issues; but this does not mean that he plays active role in all household affairs. His pattern of involvement also depends on his personality. If he is illiterate, old or unwilling to lead the household, mother or sons manage from behind the scenes. Again, if the son is migrant and bread-winner of the household, authority of father decreases (Ahmed, 2008). Usually a household is divided after the death of both parents. But it is found in Rashidpur that, in many cases, households divide after the death of the father or even when both parents are alive.

Ahmed (2008) shows that although the common perception in rural Bangladesh is that household separation takes place due to expansion cycle when 'nuclear' units gets extended with the progression of time and gets divided after the death of household head, this assumption is very simple because household separation is related to a number of socio-economic and psychological factors which are not necessarily related only to expansion cycle. In this connection, he argues that households may split because of increased number of members with the expansion of time, lack of space, conflict among the members and so on. Similarly, Van Schendel (1981) shows that intergenerational power conflicts between father and his son or between mother-in-law and daughter-in-law causes the division of joint households. While talking about migrant households, Gardner (1995: 99) shows that the effect of migration on household composition widely varies; in some places, it is associated with the breakdown of household structure whereas in other places it may be linked to joint arrangement. In fact, the absence of migrants brings various changes in internal roles of household members from beginning to the end. Sharma argues that migration is a household process (Sharma, 1986). It affects all the household members both migrant and non-migrant. The members of migrant households informed me that migration is a big investment for their future. They select the most enterprising and duteous son for migration so that he can help other brothers to migrate and hence improve the economic condition of the household. Therefore, prior to migration, the migrants and their household members idealize migration as a source of prosperity and unity among them and consider that economic advancement is ensured and definite after migration. But I found in my M.Phil study that household is a unit of power exercise where male, female, adult, children, migrant and non-migrant individuals enjoy uneven authority on remittance and household decisions (Uddin 2013a). As a result, a psychological discord emerges when he cannot fulfill their demand according to aspiration. If the migrant is married, conflict emerges between his wife and other members which induces household breakup in the long run. Contrarily, Gardner and Bashar argue that migration plays a significant role in keeping households together because the members link it to unity and economic prosperity (Gardner, 1995, Bashar, 2009). Gardner worked in a village where most of the migrants went to the UK and Bashar worked in a village where most of the migrants migrated to Italy. Since UK and Italian migrants earn more, there is less tension in the household and hence there is less conflict among the members. But the scenario is different in Rashidpur because the migrants are poor most of whom migrated to the Middle East, Southeast and East Asia to work as labors. Here the migrants bear the burden of large households by their little and irregular earnings. Therefore, sometimes, it is difficult for them to manage three square meals for the left behind household members. Sometimes, it creates constant dissension among the members back in the village. Consequently, in many cases, the households which are not financially solvent start to get divided from the previous unit.

While I was talking with Shajahan (46), a returned migrant from Saudi Arabia, sitting in a tea stall, he identified the following reasons of household breakup in his village:

Relationship between mother-in-law and daughter-in-law is the principal cause of household break up.

Unequal remittance of migrant brothers creates dissension among the left behind household members especially the wives of the migrants whose husbands contribute more than other brothers.

Unequal distribution of parental resources creates tension among the brothers which induces household break up.

During purchasing land or household assets, all brothers have to contribute equally. But it is difficult to exclude a brother in *ekloge* household even if he does not contribute at all for which household may get divided.

Sometimes, fathers may mutually break up the households and distribute lands among the sons and daughters before their death to avoid future conflict in their absence.

Likewise, while I was talking with Milon (35), a service holder in Dhaka, sitting under a tree in a corner of his homestead, he identified the following additional reasons of rapidly growing tendency of household breakup:

In *ekloge* household one or two members earn money whereas the others live idle lives and remain dependent. But now because of continuous price hiking of commodities, expense of daily life has increased in such a level that it is difficult to live life in traditional way.

Husband considers grandparents, parents and grandchildren as household members whereas wife counts only husband and children as her household members because she is more concerned about the future of her own unit. The reason of this difference in thinking is that the wife does not know the history of struggle how her parents-in-law raised her husband from childhood. Therefore, the wife tries to convince her husband to concentrate on their own unit.

Sofura (50), a mother-in-law, told my assistant that the new generation wives know the art of exposing love to their husbands in more passionate ways. Therefore, they can motivate their husbands to concentrate on their own parts forgetting their parents. Consequently, conflict arises between parents-in-law and daughters-in-law which leads to the breakup of the households. Likewise, I have heard from many villagers that there is a generation gap between mother-in-law and daughter-in-law in understanding rights and freedom. Literacy rate has considerably increased among the new generation wives. Moreover the availability of android phone, internet or TV program and opportunities to move in the public sphere have broadened the horizon of their thinking for which they have different views about privacy, freedom and responsibilities. As a result, mothers-in-law cannot control their daughters-in-law as they did in previous generations.

Household Decision:

Decision making pattern of the migrant households in Rashidpur is diversified depending on their composition and internal relation among the members (Gardner, 1995). While my assistant and me were talking with Kusum (42), sitting in her house, she told that her husband lives in Malaysia for 15 years. The husband sends money to her bank account and depends on her for household decisions. They take decision by mutual sharing. She has been playing active role in household decision since her marriage. The husband believes that she understands better and takes better decision than him. On the contrary, in another case, while my assistant was talking with Ira (28) sitting in her kitchen, she informed that her husband lives in Singapore and sends some amount to her account for household expenditure. He sends the rest of his earning to his personal account in Bangladesh for saving. He gives detailed instructions how to spend the money and takes all the decisions over the phone during sending remittance. Ira further informed that her husband does not like to share all the financial issues with her the reason why she does not demand more money and accepts whatever amount he sends. In a different case, Seema (20) is a new wife in an *ekloge* (joint) household where her father-in-law is the head and takes all the decisions. While talking with my assistant sitting in her husband's house in the absence of parents-in-law, she informed that her husband lives in Saudi Arabia for three years and sends remittance to her father-in-law, who, talking with his migrant son, takes all the household decisions, goes for shopping and spends the money accordingly. She further informed that, sometimes, she even does not know when her husband sends money. Her husband does not send money separately for her personal expense. She only receives some amount from her father-in-law in each 2/3 months for personal expense.

The above cases illustrate how the women of different age and different household composition have different involvement in household decisions. Likewise, I have heard from several villagers that the remittance in the *ekloge* households is receipt mostly by father or a bother and in some exceptional cases, by mother or an elder sister. Decisions of these households are taken by mutual discussion between the migrants and the recipients over the phone. The wives of *ekloge* households do not have active role in household decisions especially when they are young. On the other hand, the women of *bhinnno* households have assertive role in household decisions but this also varies depending on conjugal relation. They further informed that the position of women changes gradually overtime after the birth and with the growth of their children especially male child.

Similarly, I have heard from many men and women in the village that when the children begin to grow up, gradually the women get concerned about the future of their children and the households as a whole. When they see that the neighboring children are getting better education, wearing better cloths and enjoying a better life, they get worried thinking the future of their own children. They also get concerned about personal freedom when they see the next-door women to deal with cash and move in the public places. Therefore, they consult with their husbands and convince them to migrate if they have not gone abroad yet. They also try to manage the capital of migration by selling their ornaments or borrowing money from their parents, brothers, sisters, maternal uncles or any close relative. They also play important role in repaying the money to the borrowers. The women feel proud if their husbands live abroad as it is a symbol of status and financial wellbeing. They may do the same during the migration of their sons. The respondents further informed that the women of previously poor and now well-off households are more willing to get involved in migration process and negotiate household decisions and establish their agency.

My assistant talked with Zulekha (28) sitting beside her at a noon when she was cooking rice in her kitchen. She told that her husband, Najir (35) was almost unemployed in the village before his migration and they were living in a *bhinno* (nuclear) household. When her first son started school and the daughter started walking, gradually she got concerned about the future of the children. Once, she began to convince her husband to go abroad so that they can properly educate their children. The husband was ambivalent because he could not afford migration cost. In such situation, she sought help from her parents and migrant brothers to manage a visa. Afterwards, one of her brothers who lives in Malaysia managed a visa which costed BDT 350,000. The husband managed BDT 200,000 by selling two cow and taking loan on interest. She managed the rest amount by selling her ornaments and borrowing from another migrant brother. The husband has been living in Malaysia for three years. Zulekha receives BDT 20000-25000 remittance every month and takes household decisions by mutual sharing with husband over the phone. They spent the initial remittance to repay the loans. Now they are planning to make a brick built house.

Mobility and Agency of Women:

Migration of men brings various changes in the life of women who are left behind in the village. Gardner (1995) finds various discourses and practices of gender identity in her migration study. Likewise, I have found multiple gender identity, discourses and related practices in Rashidpur village. Contrary to this idea, many scholars have identified Bangladeshi women as homogenous category and gender relation as unchanging (Gardner, 1995; 200). Until the second half of the 20th century, the third world women were treated as victims of patriarchy. But this idea has increasingly been criticized by the feminist scholars (Mohanty, 1988). White (1992) argues that Western middle class researchers conducted researches in Bangladesh and treated women as homogenous and passive victims of patriarchy. Their main intension was to create an aid oriented discourse which treats the situation of third world women as a problem that can be solved by aid-agency funded by the West. Gardner (1995, 201) shows that the women in Bangladesh are less powerful than men in many ways because they have less access to resources and public domain. They also do not have access to mosque and village arbitration. But the findings in Rashidpur village indicate that though women have less access to land ownership, they practice power in various ways at household level. Therefore we should explore how women strategize to establish their identity and agency as individuals.

To explore the diversity of the impact of migration and mobility at individual level I have followed the idea of motility propagated by Kaufmann et al (2004). Motility is the combination of spatial and social mobility which are interchangeable and interdependent. They have considered motility as an asset. According to this idea, different individuals have different access to motility that refers to both vertical and horizontal dimension of social position. They again indicate that motility creates a new form of social inequality because of unequal access to spatial and social mobility which creates fundamental changes in all aspects of social structure. Along with this, I have follow the perception of practice theory (Bourdieu, 1977; Ortner, 2006) to understand how patriarchal structure influences individuals and how individual play role to transform the structure in exchange through their continuous interaction with each other. I have also pursued Gardner's (1995) idea of ethnographic writing to understand the diversity of rural life. Following these theoretical ideas, I have explored how migration of men creates opportunity for women to deal with remittance and move in the public sphere that changes their vertical and horizontal position which ultimately develop their agency as individuals.

Migration brings radical changes in the female identity of village women as they perform household and outside works. I have heard from many men and women that in recent time, mobility of women in public places has become a common

phenomenon in the locality because of migration. But they need to maintain *parda*¹ which is mainly practiced by wearing *burka*² in public sphere. Though *pardah* is considered as a means of subordination in Western society, Gardner (1995; 218) shows in the case of her Talukpur study in Sylhet, Bangladesh that it always creates status for women themselves because they get more public prestige than those who do not maintain *pardah*. As the poverty stricken women need to go outside for wage work, they cannot maintain *pardah* and hence cannot enjoy expected public prestige. She further shows that *pardah* related behavior is important for women's spirituality because it brings them closer to Allah (219). But in the case of Rashidpur, *pardah* and *burka* are interchangeable in practice because wearing *burka* is equated as maintaining *pardah* in many cases. Therefore, *pardah* has its own local and cultural version in Rashidpur as the women do not follow the original ideology of *pardah*. Though they wear *burka* most of them do not cover face like many Arabian women. They wear *burka* when they move outside in front of strangers but they move freely without *burka* in the homestead in front of male neighbors. Again, many of them do not follow other aspects of Islamic life; rather they lead a liberal life which has its own cultural version. The men and women whom I have talked mentioned a number of reasons and benefits of wearing *burka* in public place. They have said that they do not need many expensive, new and washed cloths to go outside if they wear *burka* on the top. Again, nobody can recognize them from far if they cover themselves by *burka* for which they can freely move in the public place without hesitation. Outside men also show respects when they wear *burka*. As a result, they get the opportunity to move in the public place and redefine their gender role. But still the meaning of female identity and *pardah* are different to the women of different age and class.

The role of class is also widely recognized in the study of South Asian gender (Sharma, 1986, White, 1992). Sometimes, I saw some women to work without *burka* with men in the field during plantation and harvesting of potato³. But Jalal (58), an employer of a group of men and women labors told that no women of Rashidpur work in the field as wage labors. The women who work in the field either come from neighboring villages or from the districts of north Bengal. He also informed that many women come with their husbands from the northern districts of Bangladesh and stay in the homestead of wealthiest households of the locality to work during plantation and harvesting season. Western feminists link non-domestic work to gender equality. But in rural Bangladesh the women who work outside do not enjoy increased power in the households because they do not control resources in the households (Gardner, 1995). Similarly, Sharma argues (1986) that if women work in public place but do not control resources, they can change their status neither in the household nor in the public spheres. As a result, we cannot consider that the women who work as wage earners or who manage households without adult men are more equal to men than women of the wealthiest households (Hartmann & Boyce, 1983). In this regard, Gardner (1995) shows that, women's power and status in Bangladesh are dependent upon their access to resources and support from male counterparts. She again argues that the absence of women from public sphere does not indicate women's vulnerability rather it is a symbol of high status of a household. She argues that it is the wealthiest households which can withdraw their women from production and practice women's exclusion. She further indicates that outside mobility of daughters is very important to build marital alliance with 'better' husbands. This is seen in the most 'honor' and 'shame' societies where the higher the status of households, the more modest women appears to be. In this regard, she shows that the women of the wealthiest households who maintain more *pardah* have more economic, political and symbolic power than the women of poorer households because seclusion is a symbol of status for them. But in the context of Rashidpur the scenario is different when the question comes about the contribution in household decision and freedom of mobility in the public sphere. I have found various discourses and practices of gender identity in Rashidpur among the rich, newly rich, middle class and poor villagers. Here, poverty stricken women do not wear *burka* because they need to go outside for work. Wives of the traditionally rich households usually do not go to public places if their travel is not a must. While talking with my assistant, Nazma (35), a wife of a rich *ekloge* (joint) household told, "I take permission from my parents-in-law if I need to go outside. I also take permission from my migrant husband and my parents-in-law when I go to natal home. I cannot go outside the homestead without their permission." On the other hand, Kusum (42), the wife of a newly rich migrant household told my assistant and me that, "My husband never suspects if I go to public places.

¹ *Pardah* is a set of inner feelings and an ideology that secludes Muslim women from public sphere. By separating male and female sphere, it actually creates interdependence (Jeffery, 1973; 13). It focuses on physical separation and women's need for male shelter (Papanek, 1973).

² *Burka* is a long garment that covers the whole body from head to feet. Muslim women wear *burka* when they go to public places. It is used to maintain *pardah* in public sphere.

³ Munshiganj district is very famous for producing potato. Whilst many other districts of Bangladesh emphasize on paddy, people of Rashidpur and surrounding villages produce mainly potato. Many villagers told that potato is more profitable than paddy or other crops.

Sometimes, I accompany my neighboring women when they need help to go to hospital or bazaar on big occasions." In this regard, Miron (45), an electrician told that the migrants who were poor and now are well-off because of remittance, permit their women more to move in the public places than the men who were rich before migration. The study in Rashidpur village reveals that women who were poor before migration and now are well off are the most able to negotiate and redefine their social roles in their favor. I have heard from many villagers that the wives of *bhinno* households who were poor before migration but now are rich have better bargaining and decision making power within and outside homestead. On the other hand, women of rich but *ekloge* households grow up within the restriction of *pardah* for which they remain submissive though they have strong male support. I have heard from several women that the women who can move in the public places undermine the women of the richest but *ekloge* households because they cannot go outside and take decisions on their own.

Women's practice of power and freedom of mobility is linked to their age, wealth and the number of sons. Junior wives may find it difficult to strategize their position as they remain under the control of parents-in-law and their behavior is closely watched because their behavior is the symbol of honor and purity (Gardner, 1995; 204). While talking with my assistant in the absence of her parents-in-law, Seema (20), a new wife of a rich migrant household told,

"I need to take permission from parents-in-law to go to my natal home. My husband advised me to listen to my parents-in-law without any argument. I like to go to public sphere but I have permission neither from husband nor from parents-in-law."

But mobility of these women is slowly accepted after they give birth to children, especially male child. Gardner (1995) shows that as women grow older and pass menopause, the restriction of *pardah* are gradually loosened. She shows that women enjoy more power when their sons get married because they have the chance to control their daughter-in-law. Again, after passing menopause, they can freely move in the village road unaccompanied. The village men also respect them as elders. But again, this depends on the support of husband and adult sons (Gardner, 1995; 214). I have found the similar scenario in Rashidpur village.

Migration affects the mobility of different women in different ways depending on age, personality, conjugal relation and household composition. Several wives of *ekloge* (joint) but rich households said that they remain under the supervision of their parents-in-law and other male members of the households. Their mobility is not welcomed by the norms and values of their households because their mobility is regarded as dishonorable for their household men. The young women of these households pass through public places wearing *burka* only when they travel between natal and husbands' homesteads. Otherwise, they stay at home and perform merely household activities. On the other hand, many wives of *bhinno* (nuclear) households told that they go to public places in the absence of their husbands on different occasions-for shopping, visiting banks or school. A few wives said that they may bring commodities by men if there is any reliable and close one like father-in-law, brother-in-law or uncle-in-law. Sometimes, male members of the natal households of the wives may also help if their homesteads are not far. But I have also heard from many men and women that women do not like the shopping when other people buy for them. Moreover, they cannot maintain financial calculation accurately when other people buy their commodities. So, they like to go to purchase things by themselves. Sokon (55), a returned migrant and at present a shopkeeper in the village, told that the tendency of mobility of women is increasing day by day seeing one another. He has further informed that the highest tendency of mobility of women is seen during two Eids (Eid of Ramadan and Eid of sacrificing cattle). But Kader (58), a fisherman said that women do not have strong bargaining power for which they buy items with higher prices. The shopkeepers know that the husbands of these women live abroad and they have cash flow for which they offer cold drinks, tea, biscuits etc to the women and their accompanied kids as a strategy to decrease their bargaining power and make them permanent customers.

I have heard from many villagers that although the mobility of women is accepted, it is widely believed that without a grown up men nearby, women are vulnerable to different kinds of sexual harassment. Again, if the nearby men are not close relatives, the villagers suspect the mixing and endeavor to breathe the smell of extra-marital relation. Likewise, women's interaction with outsider men in public places is observed with detecting eyes. Khodeja (30), the wife of a migrant told, *"I always take one of my kids to accompany me when I go to bazaar. I never go alone so that nobody suspects.* But some women are brave enough to neglect the observation and move when they need. Shirina (35), the wife of another migrant told, *"If we are always anxious about the surveillance of others, we cannot work outside. Honesty is a personal issue."* Along with this, when I explored the sustainability of the changed practices when the migrants permanently return, many members of returned migrant households informed that the women go back to their household duties as they do not have

reason to go outside when their husbands permanently return. But still they can contribute better to household decisions. Their husbands can go to urban area or other places keeping their wives alone at home like before. Therefore, the experiences of the wives have practical implication in the long run.

Conclusion:

The consequence of migration is complex and unpredictable. It brings significant changes and reformation in the familial and social life in some cases whereas in other cases, it does not bring remarkable change in traditional practices (Gardner, 1995). Migration of men brings remarkable changes in the composition of households. Female education has notably increased among the new generation wives. Alongside this, transnational communication and the entrance of cell phone, TV and dish antenna (satellite TV channels) in the village have widened the horizon of the rights and freedom of women. As a result, many young generation wives like to come out of the domination of their in-laws and live in separate households instead of previous joint arrangement. In order to implement their desire to be separate, they try to convince their husbands to think about the future of their children and their own unit instead of all the members of the household. The migrants also, sometimes, find it difficult to bear the living costs of large households by their inadequate and irregular earnings. In such situation, parents and siblings of the migrants feel discontent and insecure though once they welcomed migration for their prosperity. This psychological discord gradually creates continuous tension and conflict which induces household break up.

The study reveals that women who were poor before migration and now are well off are the most able to negotiate and redefine their social roles in their favor. It shows that because of the migration of men, mobility and decision making power of women, especially the women of *bhinno* households have remarkably increased. To move in the public spheres, the women strategically wear *burka* to uphold their personal image and to make their mobility easy. So, migration is linked to the increased practice of *burka* but it is not always the signs of subordination since it has local and cultural meanings to the villagers. Nonetheless, many women of the wealthiest but *ekloge* households still follow the traditional norms and values while their father-in-law, brother-in-law or other men perform their outside work in the absence of their husbands. As a result, the women who can move in the public places undermine the women of the richest but *ekloge* households because they cannot go outside and take decisions on their own. But many women remain stressful as they have to manage households and public sphere alone by themselves. Nonetheless, many of them enjoy this time as they can deal with cash, go to public spheres and buy necessary items as they like. Therefore, their experiences of working both in private and public sphere make them capable to reshape and rearrange their traditional cultural boundaries and establish their agency. When their husbands return permanently from abroad they go back to their traditional duties in the households because they do not have reasons to go to public places. But still their husbands can go to urban area or other places keeping them alone at home like before. So, their experiences have practical implication in the long run.

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Analysis Related to Optimal Size of Municipality and Efficiency - A Literature Review

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Abstract

The need for policy with a territorial focus is prompting central governments in most of European Countries in transition. They pay attention to sub-national territorial levels. In all territorial development studies and assessments conducted at sub-national level, the choice of territorial unit is of prime importance. The reference used by international bodies, researchers and policy-makers in their work is usually a country's administrative units, given the availability of relevant information. The purpose of the Literature Review is to clarify some questions: Is there an optimal size or range of sizes for a local government entity from the standpoint of efficiency and to minimize duplication of efforts? Are there diseconomies of scale associated with larger local governments requiring proportionally more administration? There is a healthy literature on municipal size and the efficiency of the delivery of municipal services. The belief that larger size local governments would be more efficient has motivated much of this work and, further, has motivated the call for consolidation to cure the supposed inefficiencies.

Keywords: optimal size, economy of scale, diseconomy of scale, fragmentation, size/productivity, size/efficiency

Introduction

Local government reforms are one of the tasks and challenges of the future in Albania. They are closely related to regional development which takes a special importance in the context of EU integration. Reforms have begun to change the system in 1990 to enhance implementation of local democracy and decentralization principles that are present today. In the center of regional policies or practices is the efficient use of the potential of each region, considering that the municipality and commune level. Inequalities that exist within the region and between them show that the economic potential in some regions is not fully utilized, and this reduces the overall performance at the national level. Now, regionalism is a new concept that aims to stimulate and diversify the economic activity of a country. Demographic, social and economic make these policies to be constantly subject to change to reflect economic reality, demographic, and social. However, to provide a starting point for economic growth in every segment of society, to support the growth and movement of population from rural to urban areas, as the quality and variety of public services and infrastructure, remains the identification and addressing social and economic issues the regions. Reform of territorial division is one of the most important and must take consideration in Albania.

The theoretical arguments of administrative –territorial division of the country.

There exist contradicting opinions about the optimal administrative-territorial division of a country, where some favor large municipalities and others small. There are four main arguments used by those who favor large municipalities (Relationship 2001):

- large municipalities are economically more efficient;
- large municipalities the political processes are more democratic;
- large municipalities have more possibilities for promoting economic development;
- large municipalities will provide a better and fairer distribution of services, tasks and tax burdens.

The most widely used statement is that economic efficiency is dependent on the size of the local units. Economies of scale refer to the reduction of unit costs that occurs as a result of increasing the production volume. This occurs when the long-

term marginal costs of production are smaller than the long-term average cost (Bailey 1999). If economies of scale occur, larger municipalities are able to provide more public services at the same level of expenditures or reduce the level of expenditures while retaining the volume and quality of public services. Economies of scale occur when there are fixed costs (associated with providing a service), when an increase in supply will promote workforce specialization and better division of labor or when discounts or other reductions of costs can be achieved through buying in large quantities. The merging of municipalities and the possible spatial centralization resulting from this also has a negative side, in particular the reversion of rural areas.

Moreover, it is more than doubtful whether the theoretical positions of economies of scale can be used to predict the efficiency of public service provision in municipalities, because according to Bailey (1999), public services are not very standardized, the outputs are not clearly identifiable and quantifiable and unit costs are not measurable with sufficient accuracy due to the high proportion of fixed costs. Consequently, economies of scale can occur only in a few public services. For some public services a larger municipality may instead lead to unit cost growth or in other words diseconomies of scale (Dollery, Crase 2004).

Bymes and Dollery (2002) conducted a meta-analysis of various studies carried out in the United States and United Kingdom from 1951 to 2001 and found that 39 percent of the research papers showed no statistically reliable relationship between per capita expenditure and municipality size, and that diseconomies of scale characterized larger municipalities in 24 percent of the research papers. Due to the diversity of public services, the economies of scale argument are not adequate to justify the merging of municipalities. To achieve economies of scale when providing a diversity of public services it is much more reasonable for municipalities to cooperate with each other in this field instead of merging (Friedrich, Reiljan 2010). In addition, services (or products) with the potential for economies of scale could be bought in from private companies or the rights to provide those services could be privatized. Alternative options (cooperation, buying in services and products and privatization) make economic efficiency as a justification for large municipalities even more dubious. The possible presence of economies of scope is a second major argument in favor of the alleged economic efficiency of large municipalities.

As Dollery and Crase (2004) write: "Economies of scope, refer to the economic advantages that occur by providing a broad range of goods and services in a single organization, like a municipality. In particular, economies of scope arise when the cost of producing a given set of services in a single organization is lower than the cost of those services being produced by a number of specialized organizations". Dollery and Fleming (2006) conclude that there are three main sources of scope economies: jointers in inputs – one input can be used in the production of more than one output and thus inputs could be fully exploited; jointers in outputs – more than one output is produced from the same set of inputs (typically a main product and one or more by-products); and interactions between service provision and goods production processes – outputs from one process are inputs into the second process.

The economies of scope argument for justifying the need for large municipalities are also one-sided. For example, the diversity of services might lead to their management becoming overly complicated resulting in a deterioration of management quality. The centralization of service delivery can also increase the cost of receiving the services (e.g. higher transport costs for residents); therefore, the costs to society as a whole could increase in large municipalities rather than decline. The economic efficiency of municipalities is not the most important aspect in a country's administrative-territorial division, and therefore, economies of scale and scope should not be overstated. It should be remembered that a municipality is not a business focused on economic efficiency, but a government agency that has to ensure public administration and the development of a democratic society.

Total costs and cost-effectiveness can only be a topic for discussion when the presence of public administration and democratic development are guaranteed (Reiljan, Timpann 2001). Another argument in favor of large municipalities is that political processes are more democratic. Linking the development of democracy to larger municipalities might seem like a contradiction because usually small municipalities are thought to be more democratic than large (Aalbu 2008). Reiljan and Timpann (2001) emphasize that to develop democracy, it is important that the lowest level of public administration is situated closest to the citizen.

The optimal distance between the people and the lowest level of public power depends on the level of democratic thinking among citizens and on the length of their democratic experience. The less people have an awareness and experience of democracy, the closer to the lowest level of public power they should be and the smaller the optimal size of a municipality

should be. In transition countries, where the direct experience of participation in democratic processes is only twenty years old, municipalities should not be large, because the institutions of large municipalities are further from the people. According to Sootla (2008), one vote from a citizen living in a large municipality counts relatively less in political decision processes than one vote from a citizen living in a small municipality.

Therefore, increasing the size of municipalities decreases the influence of each vote and reduces each citizen's potential for influencing municipal decisions and their interest in participating in political processes. People living together in a certain area also tend to have common interests and a strong territorial identity, which is why they jointly select the representatives of the municipality (Aalbu 2008). It is feared that increasing the size of the municipality will result in people losing their territorial identity and their feeling of being involved in the decision-making, and therefore their interest in the activities of their municipality. However, pairing greater awareness of democracy with small municipalities also has its problems. First of all, the suppression of political debate and dissidents is more effective in smaller municipalities, because it can be justified in terms of social and community-based unity (Newton 1982, Sootla 2008: Relationship 2001).

The suppression of dissent and the resulting stifling of one's opinions may occur especially in municipalities where political leaders are also economic leaders. In this situation a political difference of opinion may lead to a direct economic threat (e.g. job loss). In larger municipalities political and social structures are generally more diverse, and thus, the opposition has a greater chance to express their ideas more freely and safely. Larger municipalities may also have more citizens associations and community groups (Newton 1982), which are often an indirect means of expressing personal opinions and getting involved in the community. Another reason why smaller municipalities could have lower citizen participation is the limited scope of activities they are able to pursue. According to Newton (1982), the less a municipality is able to do, the less its citizens will bother themselves about its affairs.

The third major justification for large municipalities emphasizes that larger municipalities have more opportunities to support economic development on their territories through larger investments and other policy measures (Aalbu 2008). For example, a bigger budget will ensure lower interest rates, so more and cheaper money can be invested in improving the standard of living for local citizens. A larger municipality could also deepen the specialization of its officials, which would lead to more professional management of government functions (Aalbu 2008). Of course, the implementation of highly skilled professionals depends on their existence in the labor market and on the competitiveness of the working conditions offered by the municipality.

The fourth and last major justification for large municipalities says that larger municipalities are better able to ensure a fair and efficient allocation of public services and taxes. However, it does not actually matter how big the municipality is, but how the production of public services is divided between the central government and municipalities, and how effectively the intergovernmental financial transfer system functions. In contrast to the one-sided and controversial justifications for larger municipalities there are approaches that emphasize the benefits of small municipalities.

- Consumer-voters are fully mobile and will move to the municipality where their preference patterns are best satisfied;
- Consumer-voters are assumed to have full knowledge of the differences between revenue and expenditure patterns and to react to these differences;
- There are a large number of municipalities in which the consumer-voters may choose to live;
- Restrictions due to employment opportunities are not considered;
- The public services supplied exhibit no external economies or diseconomies between municipalities;
- For every pattern of municipal services there is an optimal municipal size;
- Municipalities below the optimal size seek to attract new residents to lower average costs. Those above optimum size try to get rid of some residents. Those at the optimum try to keep their population constant. If these assumptions were valid, municipalities would be like companies that compete with each other – the country would be the market, the revenue and cost structure of municipalities (taxes and public services offered) would be the product and the residents would be the consumers. As in a normal market, the supply of and demand for public services would determine the basis of the prices and volumes, which ultimately would determine the number of municipal residents.

Unfortunately, full mobility of people does not exist in reality, people do not have full knowledge of the differences between revenue and expenditure patterns and there is not enough diversity among municipalities to fully satisfy the people's preferences. Administrative decentralization and competition between municipalities, however, may lead to negative co-phenomena. Too much autonomy in municipalities and the lack of adequate coordination between the central and local governments allows municipalities to be inefficient in their spending and live beyond their revenues, leading to budget deficits and the appreciation of municipal borrowing because of the risk premium (de Mello 2000). These financial imbalances could jeopardize macroeconomic stability throughout the country.

The problems in proving the rationality of small municipalities are similar to the problems proving the expediency of large municipalities. Because they are conflicting concepts, it is often possible to criticize the weaknesses of one concept with the strengths of the other and vice versa. The situation cannot be resolved with empirical studies either, because the theories are based on formal, unrealistic assumptions. One way to overcome this situation is to recognize that according to geographical, historical, demographic, cultural, social, legal and economic circumstances, a certain optimal size of municipality can be found. It is sometimes believed that Club Theory can be used to find the optimal size of a municipality, because of the similarities clubs and municipalities have.

According to Sandler and Tschirhart (1997), a club is a voluntary group deriving mutual benefits from sharing one or more of the following: production costs, member characteristics, or a good characterized by excludable benefits. The club offers services that are financed through taxes that are paid by its members. It is relatively easy to see the similarities between clubs and municipalities in light of such explanations. Club theory must answer two questions: how much of the desired benefits should be produced and how many members should there be in the club (Rosen 1995). The optimal size of the club is found when the marginal benefits that a member secures from having an additional member are just equal to the marginal costs that the member incurs from adding a member (Buchanan 1965).

Unfortunately, Club Theory cannot be used to find the best administrative-territorial division either, because there is no straightforward relationship between the public services offered by the municipality and the tax burden that the residents could adjust according to their preferences. The analysis of different theoretical approaches shows that both large and small municipalities have their own advantages and disadvantages.

A meta-theory that would synthesize these contradicting approaches and help to determine the best size of a municipality has not been developed yet. What is clear, however, is that an optimal size of municipality can exist only if municipalities provide public services with similar cost curves. In reality, the cost curves of public services are different, and therefore, the optimal production of various public services needs different sizes of municipalities. This means that a municipality of a certain size can be too small from the perspective of one public service and too big from the perspective of another public service.

Thus, theoretically, there is no optimal size of municipality and, consequently, the search for an optimal administrative-territorial division of a country is an unsolvable pseudo-task. Changing the territorial division can improve the supply of some public service but will inevitably worsen the supply of other services.

Overall, the literature addressed the relationship between size and efficiency that was the basic question of the scope of work. Although the findings are somewhat inconsistent, two main substantive conclusions and one technical point stand out:

- There is an inverted U-shaped relationship between size and efficiency on a general level. In essence, the curve states that the smallest and largest municipalities are least efficient.
- The (inverted) U-shaped relationship is not consistent when evaluating specific service types.
- There are many distorting influences on cost per capita as a measure of efficiency, leading to a serious lack of comparability between jurisdictions.
- There is little overall correlation between size and efficiency for municipalities with populations between 25,000 till 250,000 inhabitants.
- The literature does suggest that smaller municipalities (population under 25,000) are less efficient, but details are important.

- Much of the literature argues that small municipalities are not less efficient, except in specialized services.
- Increasing size is related to increased efficiency in capital-intensive services such as utility systems or public works.
- The literature suggests that cost per capita may not be a good measure of efficiency or performance because of the distorting effect of other factors.

Yet, studies use this measure commonly.

The literature does not address most of the municipal characteristics enumerated in the scope of work. The literature identifies a broad range of population between 25.000 and 250.000 as the most efficient. There are diseconomies of scale beyond 250.000 people. Small municipalities, those under 25000, are less efficient only when services are specialized or capital intensive.

Evaluate and rank the effect of population density (a pattern of sprawl versus compactness)

The findings in the literature are neither consistent nor strong about the relationship between population density and efficiency.

Evaluate and rank the effect of demographic characteristics of the population (wealth, poverty, age characteristics, education level, and demand for services)

The literature does not generally study population characteristics as determinants of municipal efficiency, but in explaining the weak effects of size on efficiency there was some evidence that wealth is a factor because of increased demands for quality of service. Isolated findings that very old and very young populations show lesser costs per capita and that economically deprived populations show higher costs are too infrequent in the literature to be considered significant.

Evaluate and rank the effect of the extent to which important services are regionalized (for example, schools, the existence of regional utilities and emergency service compacts which limit municipal service responsibilities)

The literature on size did not speak broadly to the frequency of regionalization of services, but it did state that capital-intensive services like water provision and rural road maintenance are sometimes regionalized to achieve economies of scale.

The optimal size of municipal governmental jurisdiction that maximizes cost efficiency in municipal service provision

The overall result -- that municipalities between 25,000 and 250,000 in population are the most efficient -- breaks down when specific services are considered. The literature makes statements about smaller and larger, but is not consistent and specific about the ranges of population for specific tasks or services.

Whether optimal size varies based on what services are provided at the municipal level/the intergovernmental context.

The literature finds that the specifics of the service are very important in the relationship between size and efficiency. Larger (up to a point, which is not specified in the literature) municipalities will deliver specialized and capital intensive services more efficiently. Smaller municipalities (as low as 25,000 population is mentioned) deliver labor-intensive services more efficiently.

The most important point is the differentiation by the type of service. The literature even suggests that the details of tasks within a service type are critical. For example, small communities deliver police services more efficiently for routine patrol tasks, but large municipalities perform better in traffic light maintenance and special investigations. Over 80 percent of municipal services are of a routine and labor-intensive nature. Allocate efficiencies (management of resources) are more important than scale efficiencies in these routine service situations.

Consolidating local units, structurally and administratively streamlining county and municipal government, and transferring services to the most appropriate level of government for delivery would help to alleviate the property tax crisis by reducing the administrative costs of local government and making the delivery of local services more efficient due to economies of scale.

2.1 Indicators that influencing on efficiency.

Indicator systems are designed to measure and monitor sub-central spending and service provision. However, because accountability and control underpin the use of indicator systems, governments may go beyond measurement and often aim to influence the efficiency and effectiveness of spending. In this regard, indicator systems are one among other tools available to central governments, such as introduction of market mechanisms or altering the scale of service provision. It is difficult to evaluate the impact of indicator systems on changes to efficiency and effectiveness, although there is research to suggest that they do have a positive influence. (Goddard and Mannion, 2004) Specific choices can be made to increase their effectiveness.

Examples of indicators used by different countries

Category	Examples	Regional/system
Demographics	Population, gender, age, marital status, births, deaths	
Service context	Irregularities in water distribution Per capita average expenses for theatre and concerts Air pollution due to transportation	Italy (regional policy)
Materials	Municipal nursing home beds	Finland (health)
Staff	Number of required staff for the service Numbers and qualifications of teachers	Turkey Finland
Finances	Net operating expenditures Education expenditures Deflated expenditures and revenues	Norway Finland Netherlands
Policy effort	-Capital expenditure by level of government and sector -Preparation and approval of territorial and landscape programming documents	Italy (regional policy)
Policy outputs	Number of inhabitants served Amount of solid waste collected Visits to physician, dental care visits Building permits issued Number of passports, drivers licenses issued	Turkey Finland Australia Netherlands
Service coverage	Percent of aged inhabitants receiving home services Percent of children enrolled in kindergarten Recipients of social services as percent of the population	Norway
Efficiency	Government funding per unit of output delivered Spending efficiency: Achievement of payment level equal to 100% of previous year's financial appropriation Children 1-5 years in kindergartens per full time equivalent Number of children per teacher Cost per user	Australia Italy (regional policy) Norway Sweden (education) Sweden (elder care)
Policy outcomes	Education transition rates Response times to structure fires Improved language skills of immigrants	Norway Australia Netherlands
Effectiveness	Effectiveness of outputs according to characteristics important for the service (e.g. timeliness, affordability) Disease-specific cost-effectiveness measures Passengers Share of completion of students in secondary schools	Australia Finland (hospitals) Netherlands (transport) Sweden (education)
Equity	Geographic variation in the use of services Units per 1,000 members of target group	Finland (hospitals) Germany (Berlin)

		Recipients of home based care as of share inhabitants in different age groups	Norway
	Quality	Number of days taken to provide an individual with needed assistance (e.g. youth) Number of different caregivers providing elder home care to a single individual	Netherlands Denmark
	Public opinion	User satisfaction with local services	Netherlands

Sources: OECD (2006), "Workshop Proceedings: The Efficiency of Sub-central Spending" GOV/TDPC/RD(2006)12; 2007 OECD Fiscal Network questionnaire.

Conclusions

Although the literature does not reveal strong and consistent relationships between size and efficiency in the delivery of local government services, some relationships are evident. The first relationship describes the overall effect of size of government on efficiency. The second and third statements show that the general relationship does not hold when specific services are considered. The fourth point, about the difficulties of measuring efficiency, is very important in the determination of what promotes municipal efficiency:

The Inverted U-shaped Curve

There is an inverted U-shaped relationship between size and efficiency on a general level. Efficiency increases with population size up to about 25,000 people, at which point it is stable until size is about 250,000 people, and efficiency declines with increasing population size after that. The inverted U shaped curve that describes the relationship between municipal size and efficiency offers two opportunities for improvement: the very smallest and the very largest governments. The literature defines the smallest as populations less than 20,000 to 25,000.

Service Specific Relationships

The most important finding other than the inverted U-shaped curve was the difference in the relationship between size and efficiency in capital based services as opposed to labor-intensive services. Efficiency gains are related to size for capital or infrastructure intensive services such as sewer and water. The literature supports the finding that this same concept is operative for seldom used and specialized services, such as a high technology crime lab. This suggests that contracting, sharing, or receiving specialized services from a larger entity can make selected services more efficient.

Labor-Intensive Services

Labor-intensive services are more efficient in smaller governments. The literature only offers burdens of management control and excess administration in larger governments as an explanation for such inefficiencies. Reduced levels of services and expectations in smaller towns may also be operating to reduce costs. This finding of increased efficiency in smaller units is an important conclusion, because the literature attributes over 80 percent of governmental cost to labor-intensive services including police, fire, and education.

Complexity of Measuring Efficiency

An additional finding from the literature is the difficulty in determining one measure of efficiency that works well at the level of a municipality or even for a service area. The most common basis for a measurement of efficiency is expenditure data, which is the numerator in the cost per capita indicator used throughout the literature. Finally, we must recognize that there are many inconsistencies in the literature. Even the most consistent findings of the inverted U-shaped curve and the relationship for capital intensive versus labor-intensive services have variations supported by some authors. For example, we could not reconcile the debate over police responsiveness and inefficiency in small versus large units. Different authors observed greater managerial efficiencies in small units, but others saw relative efficiencies in large units. The literature does not provide a high level of confidence for further action on a systematic and broad.

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Are FTA's making the World Less Free? A Case Study of TPP

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Abstract

On January 23, 2017, right after assuming presidency, US President Donald Trump did good on his promise and signed the executive order that withdrew USA from the very agreement that it commenced the negotiations for: Trans Pacific Partnership (TPP). The unratified multinational trade agreement encompassed 12 countries which accounted for %40 of the world's GDP and over 800 million people. On a broader scope, TPP is often affiliated with two other trade deals; Transatlantic Trade and Investment Partnership (TTIP) and Trade in Services Agreement (TiSA) both of which in terms of content resemble a lot that of TPP. Given the fact that TTIP and TiSA are not complete and not entirely disclosed with the public, we shall be exclusively focusing on TPP. TPP has been subject to many controversies. But particularly the notion that TPP would enable corporations to sue governments in private arbitration tribunals over lost profits has drawn much attention. In this article we shall be investigating whether there is some truth to these allegations. Providing reference from the articles of the agreement, we shall be discussing the qualities of TPP's judicial reforms. But firstly, in order to introduce the reader to the subject; we will be providing with some context, to properly frame the subject, and with some information about the nature of these agreements. Secondly, we shall be addressing our main issue. In addition, we will be questioning the framework within which the agreements are officially presented. Finally, a conclusion that compromises the author's assessment of the case will be provided.

Keywords: FTA, TPP, TTIP, TiSA, Trans Pacific Partnership, free trade agreements

Introduction

When Alfred Mahan first suggested his ideas of maritime supremacy, it was a different world. However the supporters of thalassocracy today are not fewer. Mahan said that he, who dominates the seas, dominates the world. He further says that the best way to secure dominance over others at sea is either through decisive victories or blockades. Since the possibility of a decisive victory is ruled out in USA vs China case (so far), with the absence of a declaration of war, blockades are what is left. And the modern and covert way of conducting blockades is through forming coalitions and trade partnerships with targeted country's neighboring states and depriving the target of the assets of the partnership, therefore achieving relative power over the targeted party. Consequently causing the neighboring states of the targeted country to gain more power against the target which results in a relative loss of power for the target.

Starting from the late 90's, the rise of China as a global power caused the eruption of 'The Chinese Question' in the American decision maker's mind. The world's most populous country was now breaking its shell and strengthening its position economically, militarily and politically. And the US needed to reposition itself towards this newly emerging power. This need was eventually expressed by the former president Barack Obama through his "Pivot to Asia" approach. Prior to the announcement of the pivot, the former president was known with his self declaration for being the first "Pacific President" of the USA. Although not officially pronounced, this emphasis on Asia and Pacific region was obviously mainly concerned with China. The government of Philippines, a critical US ally in the region went as far openly announcing a "Pivot to China" of their own. Thus, it seemed like US was openly repositioning itself as an anti-China party and beginning to pursue ways of confinement.

Such operation of confinement naturally consists of many legs. But the most crucial of them are most likely the military and the economic ones.

It is interesting to see that the US Army's Asia – Pacific branch was exempted from the 'notorious' defense budget cuts. Though, it is quite logical to make that exemption, especially within the context of the pivot. However there is something

else that is far more interesting. For quite some time, Air Force Association¹ have been giving seminars about a new approach that they call "Air Sea Battle". The association deems that this new approach is about "warfighting in the 21st century" This new strategy puts an exclusive emphasis on the combined use of air and naval force. And "fighting in anti-access environments", "long term force deployment" and "culture change within and between services" are deemed to be vital for this new approach. More interestingly, American, Japanese and Australian air force capabilities have been performing air sea battle military exercises at US' farther-west territory, Guam Island's Anderson Air Base. It is no surprise that all of these indicators almost match with the conditions of a hypothetical war against China.

US government is probably devising other ways to contain China militarily. We believe the above-stated information is sufficient enough to draw a general picture about militarily containment. But our core issue has to do with the containment of China economically. And we will be focusing on that issue.

John J. Mearsheimer, a respected political scientist and realist who is renowned for his political predictions have foreseen in 1994(when Ukraine was considering to give up remnants of nuclear weapons from Soviet Union) that Ukraine would face certain Russian aggression without a nuclear deterrent. The invasion of Crimea and the fighting in northeastern Ukraine proves him right today.

Mearsheimer claims that US and China will eventually engage in a toe to toe conflict. Mearsheimer have predicted the construction of an anti-China camp by the initiative of the US in the Pacific region in 2004. He states that the US will try to contain China, in an attempt to deny it from becoming a regional hegemon. He also says that the US will attempt to form a balancing coalition that primarily comprises of India, Japan, Philippines, S. Korea, Vietnam, Indonesia to counter the growing Chinese strength and power projection capabilities.²

It seems that his predictions check once again. And the anti-China camp that he prophesized is being structuralized through the TPP initiative. And after our literature survey^{3,4,5} we came to understand that TPP will constitute the economic leg of China's containment. Besides, signing a trade agreement with every important nation in the Pacific region except China tells a thing or two about this "agreement".

The Agreements

Trans Pacific Partnership is a trade agreement between USA, Canada, Mexico, Peru, Chile, Japan, Vietnam, Malaysia, Brunei Darussalam, Singapore, Australia and New Zealand. The agreement was signed on 4 February 2016. After USA's withdrawal, the agreement is being renegotiated. TPP has initially started as an extension of the Trans-Pacific Strategic Economic Partnership Agreement (TPSEP) which was between Brunei Darussalam, Chile, New Zealand and Singapore. As other countries wished to be included, the talks eventually evolved into negotiations for a separate comprehensive trade agreement. The final draft of the agreement is prepared both in English and Spanish, English version being the prevailing text in case of conflict. Ratification of the agreement requires enough states corresponding to %85 of the GDP of all signatory parties.

Transatlantic Trade and Investment Partnership is another trade agreement between USA and the European Union (Including UK, excluding Norway and Switzerland). The agreement is yet to be signed. It would not be too bold to deem it as the TPP of the Atlantic. All parties of the agreement account for nearly %60 of global GDP. TTIP shares the ISDS mechanism found in the TPP.

Trade in Services Agreement is a trade treaty between Australia, Canada, Chile, Hong Kong, Iceland, Israel, Japan, South Korea, Liechtenstein, New Zealand Norway, Switzerland, Taiwan, USA, European Union, Paraguay, Pakistan, Turkey, Peru, Panama, Mexico, Mauritius, Costa Rica, and Colombia. It is by far the most far reaching one among all TTT's⁶. TiSA

¹ A non-profit organization with over 230 branches in US and more than 100.000 members. Considered to be one of the most influential pressure groups in the US. Its executive staff is mostly comprised of retired US Air Force generals.

² Clash of the Titans, Brzezinski & Mearsheimer, Foreign Policy, 00157228, Jan/Feb 2005, Issue 146, Page:3

³ The Trans-Pacific Partnership(TPP): In Brief, Congressional Research Service, February 2016, R44278, Page:3

⁴ TPP's Impacts and China Strategies in Response, Zhonghe Mu, Stanford Center for International Development, January 2014, Working Paper No:490, Page:11

⁵ RCEP, TPP and China's FTA Strategies, Ronglin Li & Yang Hu, funded by UKaid

⁶ Acronym for TPP, TTIP, TiSA

emphasizes on increasing cooperation and eradicating barriers for furthering trade of services such as banking, healthcare. TISA – so far – does not contain an ISDS mechanism however it does comprise intellectual property protection provisions, almost identical to that of TPP.

Investor v. State

Through the literature survey, I have constantly found myself asking the same question: Where in the agreement says this? It was observed that almost all articles about the matter – both pro and anti-TPP ones – were lacking reasonable association of their suggestions with the articles of the agreement. This quality was observed among working papers from think tanks¹, brochures from environmental organizations² and even bar reviews³. In the pages to come, we will be trying to address the issue while not neglecting to provide such logical necessity.

In order to oversee the implementation of the agreement, TPP Chapter 27 – Administrative and Institutional Provisions says that a commission will be formed to “*consider any matter relating to the implementation or operation of this Agreement;*” the same chapter also states that the decisions of the commission will not be subject to review. Its decisions also are not to be reversed by congress, senate or any other governmental body. Although, the commission will be jointly formed by all members.

My main concern with regards to reshaping the international law has to do with the proposed arbitration system, presented by TPP. The agreement tackles this issue at Chapter 9 – Investment.

TPP deals with disputes between states and investors through the ‘Investor – State Dispute Settlement’⁴ or as it is commonly referred to ISDS.

In the occurrence of a dispute, ISDS mechanism initially offers the use of consultation and negotiation. Article 9.18:1 states:

“ In the event of an investment dispute, the claimant and the respondent should initially seek to resolve the dispute through consultation and negotiation ...”

Should negotiations fail to resolve the issue, the agreement then enables the use of arbitration. Article 9.19:1 states:

“ If an investment dispute has not been resolved within six months of the receipt by the respondent of a written request for consultations pursuant to Article 9.18.2 (Consultation and Negotiation)

the claimant, on its own behalf, may submit to arbitration under this Section a claim:

(i) that the respondent has breached:

(A) an obligation under Section A;⁵

(B) an investment authorization; or

(C) an investment agreement; and

(ii) that the claimant has incurred loss or damage by reason of, or arising out of, that breach;...”

The article further enables representatives of enterprises to submit to arbitration, on behalf of their enterprises.

¹ China and the TPP: Asia-Pacific Integration or Disintegration?, Adrian H. Hearn and Margaret Myers, July 2015, The Dialogue, China and Latin America Report

² Dangerous Liaisons: The New Trade Trio, Friends of the Earth International

³ Investor-state dispute settlement: the importance of an informed, fact-based debate, International Bar Association (IBA)

⁴ Trans Pacific Partnership, Feb. 4, 2016, Chapter 9 - Investment, Section B

(<https://ustr.gov/sites/default/files/TPP-Final-Text-Investment.pdf>)

⁵ The obligations under Section A are the promises, given by signatory parties. Section A, Article 9.10 is titled: “Performance Requirements”. Articles 9.10:1 and 9.10:2 deal with the aforementioned obligations extensively. To sum up; these articles require signatory countries to refrain from imposing obligations upon investors, i.e. exporting a given level of goods or services. They also require parties to not to condition the receipt of advantages. Such as the sales of goods and services. These obligations make it very hard for states to alter anything related to the investments.

In addition, Article 9.8: Expropriation and Compensation conditions the practice of nationalization.

Article 9.19:3 states:

“At least 90 days before submitting any claim to arbitration under this section, the claimant shall deliver to the respondent a written notice of its intention to submit a claim to arbitration (notice of intent).”

TPP also recognizes previous agreements on the practice of arbitration. Such as International Center for the Settlement of Investment Disputes (ICSID), the Washington D.C. based institution handles cases between sovereign countries and investors.

Article 9.19:4 states:

“The claimant may submit a claim referred to in paragraph 1 under one of the following alternatives:

the ICSID Convention and the ICSID Rules of Procedure for Arbitration Proceedings, provided that both the respondent and the Party of the claimant are parties to the ICSID Convention;

the ICSID Additional Facility Rules, provided that either the respondent or the Party of the claimant is a party to the ICSID Convention;

the UNCITRAL Arbitration Rules; or

if the claimant and respondent agree, any other arbitral institution or any other arbitration rules.”

The agreement further sets a time lapse limit. Article 9.21:1 states:

“No claim shall be submitted to arbitration under this Section if more than three years and six months have elapsed from the date on which the claimant first acquired, or should have first acquired, knowledge of the breach alleged under Article 9.19.1 (Submission of a Claim to Arbitration) and knowledge that the claimant (for claims brought under Article 9.19.1(a)) or the enterprise (for claims brought under Article 9.19.1(b)) has incurred loss or damage.”

Article 9.22:1 is the governing article for the selection of arbitrators. It states:

“Unless the disputing parties agree otherwise, the tribunal shall comprise three arbitrators, one arbitrator appointed by each of the disputing parties and the third, who shall be the presiding arbitrator, appointed by agreement of the disputing parties.”

Article 9.22:3 clears the role of Secretary-General in terms of the appointment of arbitrators. It states:

“If a tribunal has not been constituted within a period of 75 days after the date that a claim is submitted to arbitration under this Section, the Secretary-General, on the request of a disputing party, shall appoint, in his or her discretion, the arbitrator or arbitrators not yet appointed. The Secretary-General shall not appoint a national of either the respondent or the Party of the claimant as the presiding arbitrator unless the disputing parties agree otherwise.”

Article 9.23 along with its sub-articles determines the conduct of arbitration. 9.23:1 states:

“The disputing parties may agree on the legal place of any arbitration under the arbitration rules applicable under Article 9.19.4 (Submission of a Claim to Arbitration). If the disputing parties fail to reach agreement, the tribunal shall determine the place in accordance with the applicable arbitration rules, provided that the place shall be in the territory of a State that is a party to the New York Convention.”

The secrecy of arbitration tribunals have been a concern for a long time. TPP has meant to solve that issue by holding tribunals open to public. Meanwhile, it does not neglect that some of the information pronounced during the tribunal might be confidential. Article 9.24:2 states:

“The tribunal shall conduct hearings open to the public and shall determine, in consultation with the disputing parties, the appropriate logistical arrangements. If a disputing party intends to use information in a hearing that is designated as protected information or otherwise subject to paragraph 3 it shall so advise the tribunal. The tribunal shall make appropriate arrangements to protect such information from disclosure which may include closing the hearing for the duration of the discussion of that information.”

Article 9.25 states the relationship between ISDS mechanism and the international law. It states:

"Subject to paragraph 3, when a claim is submitted under Article 9.19.1(a)(i)(A) (Submission of a Claim to Arbitration) or Article 9.19.1(b)(i)(A), the tribunal shall decide the issues in dispute in accordance with this Agreement and applicable rules of international law."

TPP's ISDS mechanism is almost all about reimbursing investor's losses. Therefore, tribunals established under TPP's Chapter 9 mainly focuses on granting awards. Article 9.29 is specifically designed for that purpose. It states:

When a tribunal makes a final award, the tribunal may award, separately or in combination, only:

monetary damages and any applicable interest; and

restitution of property, in which case the award shall provide that the respondent may pay monetary damages and any applicable interest in lieu of restitution.

Article 9.29:3 addresses the issue of attorney's fees. It states:

"A tribunal may also award costs and attorney's fees incurred by the disputing parties in connection with the arbitral proceeding, and shall determine how and by whom those costs and attorney's fees shall be paid, in accordance with this Section and the applicable arbitration rules."

Following two articles confirm that ISDS tribunals are not courts.

Article 9.29:6 states:

"A tribunal shall not award punitive damages."

Article 9.29:7 states:

"An award made by a tribunal shall have no binding force except between the disputing parties and in respect of the particular case."

Article 9.29.10 establishes that governments are responsible from the enforcement of ISDS awards. It states:

"Each Party shall provide for the enforcement of an award in its territory."¹

Controversy

Particularly TPP has long been subject to controversy. Its negotiations were held in secret and it took the negotiators to agree on a final draft 5 years. It would summarize how interesting and controversial of an issue TPP really is to say that Julian Assange, Donald Trump, Bernie Sanders and John Birch Society² all agree on the same thing: TPP is bad!

Discretion

The secrecy of negotiations was first to draw the attention. The entire negotiation process held completely secret from the public. Journalist Ed Shultz, whom by the way did over 100 stories on TPP, has stated on 2017; *"I was actually on Capitol Hill, talking to some democrats who never even knew what the TPP was and this was two years ago."*³ The level of confidentiality was so high that even the congressmen were initially not allowed to review the draft. After large media coverage, situation relatively improved and few members of the congress were permitted to read the agreement text, with the condition to swear to secrecy about the content.

Florida Representative Alan Grayson told: *"I was the first member [of the House] to read it; since then, other members have read it. Aides were excluded on all counts, and I was told I couldn't discuss it or shouldn't discuss it with aides."*⁴

¹ The word "party" is in reference to country.

² A Christian, conservative advocacy group often described as far-right

³ <https://www.youtube.com/watch?v=QMSGXg5T84E>

⁴ <https://news.vice.com/article/the-trans-pacific-partnership-could-establish-a-war-of-all-against-all>

"A number of staffers from the Trade Representative's office came, brought the document with them, and insisted on staying in the room and looking at me as I read the document."

He further commented on what he has seen: *"It would be a punch in the face to the middle class of America. But I can't tell you why."*

ISDS

The ISDS mechanism of TPP on the other hand has been in the epicenter of debates. Most of the anti-TPP material particularly focused on the notion that corporations could sue governments over lost profits.^{1,2} Many journalists, activists and environmental groups have been vocal about this, claiming that corporations could sue governments if their decisions affect businesses.

Lori Wallach, the director of Public Citizen's Global Trade Watch, told VICE News that the ISDS "would formalize the elevation of individual corporations and investors to equal status with nation states."

*"It makes a public treaty between two countries privately enforceable by any private investor or corporation... a foreign investor could challenge any government policy or action in an extrajudicial tribunal outside the domestic courts, outside the domestic law, and drag governments to face a kangaroo court staffed by three corporate private sector attorneys."*³

Framework

Former assistant secretary of treasury Paul Craig Roberts has said on TPP and TTIP: "They are not trade agreements. What they do is they make global corporations independent of the sovereignty of the nations." Particularly about the part that enables corporations to sue governments based on any alleged loss of profit through tribunals he further stated " They (the agreements) make global corporations rulers of the so called sovereign countries."

The Office of the United States Trade Representative has clearly denied the allegation that corporations could sue governments merely because they lost money as consequence of a state's action. The Office, in a Q&A session states:

" Can corporations use ISDS to initiate a dispute settlement proceeding solely because they lost profits?

*No. Our investment rules do not guarantee firms a right to future profits or to expected investment outcomes. Rather, they only provide protections for a limited and clearly specified set of rights. For instance, if a country decides to take away the property of a business without any compensation, that business can seek compensation through a neutral arbitration. Like U.S. law, the goal of impartial arbitration is to promote fairness, not to protect profit."*⁴

And as far as solely the final draft of TPP is concerned, he is right. Article 9.19:1 is the governing article for ISDS case submissions and the article – in correspondence with other articles of the section – does demand precise material breaches. Even more so, the agreement comprises of articles that impose penalties over those who make frivolous claims. However TPP also enables investors to file claims under other agreements, such as ICSID Convention or UNCITRAL Arbitration Rules. It is crucial to note that ICSID Convention (dated 1965) does allow investors to file claims like the following:

1 – Ethyl Corporation v. Canada

When Canadian government decided to ban MMT, a gasoline additive in 1997 it was challenged by an arbitration case. The government considered MMT a dangerous toxic that poses serious health risks and banned its import and transport. Manufacturer of the substance sued the Government of Canada under North American Free Trade Agreement (NAFTA), demanding \$251 million over losses and damage to its reputation. Case ended with settlement. Canadian government agreed to repeal the ban and paid \$15 million.⁵

¹ <https://www.theguardian.com/commentisfree/2014/oct/29/why-support-the-tpp-when-it-will-let-foreign-corporations-take-our-democracies-to-court>

² <https://www.nytimes.com/2015/03/26/business/trans-pacific-partnership-seen-as-door-for-foreign-suits-against-us.html>

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⁴ <https://ustr.gov/about-us/policy-offices/press-office/blog/2015/march/isds-important-questions-and-answers>

⁵ <http://www.international.gc.ca/trade-agreements-accords-commerciaux/topics-domaines/disp-diff/ethyl.aspx?lang=eng>

2 – TransCanada Corporation v. United States of America

In 2016, former US President Barack Obama canceled TransCanada Corporation's 'Keystone XL' pipeline project. The project aimed to connect Canadian oil sands to American refineries but Obama administration –out of environmental concerns – put an end to it. The company sued US Government under NAFTA's arbitration provisions for \$15 billion.¹ The case has not resulted yet.

3 – Vattenfall v. Federal Republic of Germany

Vattenfall, Swedish energy company sued Germany over claims that German government imposed upon them very strict environmental protection conditions that violate some of their rights guaranteed by Energy Charter Treaty. German government –as part of implementing EU's environment laws – restricted Vattenfall's Hamburg plant's usage of water, to preserve the Elbe River and the surrounding fauna. The company sued Germany in a local court and filed an arbitration case. The court issued the verdict first and reinstated the plant's water usage rights. Arbitration case ended in settlement.² The company was allowed to use more water from the river.

After this decision of Germany's, The European Commission sued the German government saying Germany's authorization for Swedish company to use more water violates EU environmental law.

One year after the case closed, Vattenfall sued Germany again. This time over its decision to abandon the use of nuclear energy. The company is allegedly demanding €4.7 billion. Arbitration process has not yet ended.

Vattenfall case is quite a thorny one in which how law and arbitration collide with each other can be seen clearly.

But more importantly, it is obvious that 1965 ICSID Convention does allow enterprises to file claims and win them because they lose profits, arising out of states' actions. Both TPP and ICSID do not claim jurisdictional superiority over law, whether it's domestic or international. The arbitral system they propose only grant awards and do not claim to alter laws.

Corporate Involvement

Senator Elizabeth Warren (D-Mass.) voiced concerns over corporations' influence over the negotiation process and the draft itself. She said:

“ During the top-secret drafting process, 28 trade advisory committees were formed to whisper in the ear of our trade negotiators. Who sat on those committees? Eighty-five percent were senior corporation executives or industry lobbyists.”

Wikileaks supported the notion that large corporations were allowed into the negotiations.³ In a country like the US, where the metaphor “revolving door” is often used to depict the relationship between the business and the regulatory government institutions, the idea of corporations involving in the preparation of a trade agreement is not so surprising. However satisfactory evidence to prove corporate influence over the deal was missing, until a letter was surfaced.

Energy giant Chevron has sent a letter to the US Trade Representative. The letter was primarily advocating for the institution of investor-state arbitration mechanism. It has proved that the negotiation process was subject to corporate meddling. But more importantly, corporations indeed played a role in instituting the ISDS scheme within the TPP framework. The letter was originally disclosed by the US state department but was later removed due to time-out.⁴ This raises a question; are corporations trying to find a way to leave the jurisdiction of law? Where they can exercise 'pay more and win more' scheme?

Conclusion

In an economic system where the private sector constitutes the majority of the economy, it is logical for a trade agreement to favor the interests of private sector over the interests of public sector, in order to boost trade. And in that regard TPP, TTIP and TiSA are doing exactly that, prioritizing private interests over public ones. However there is a limit. Or at least,

¹ <https://www.italaw.com/cases/3823>

² <https://www.italaw.com/cases/1148>

³ <https://www.youtube.com/watch?v=Rw7P0RGZQxQ>

⁴ The letter is accessible through the following link:

<http://frackingfreireland.org/wp-content/uploads/2011/09/Chevron-Request-for-strong-ISDS.pdf>

there should be one. If this process of deregulation and corporate interest prioritization goes unchecked, the inevitable result will be a system where states' sovereignty is jeopardized.

The ISDS mechanism of TPP and TTIP do not enable claimants to sue governments over lost future profits. In terms of the use of arbitration tribunals they do not propose anything new over ICSID or UNCITRAL. ICSID and UNCITRAL however, grant the right to sue over lost profits. TPP and TTIP contain ICSID and UNCITRAL and they mean to elevate the use of arbitration tribunals to global level.

Should TPP and TTIP –as the way they are – are signed and ratified; a way to circumvent law will be created. And this new way to bypass courts will not only create an alternative to the rule of law, it will disrupt the functional harmony of both national and international law and consequently cost some of the civil and public liberties that we enjoy today.

I estimate that it is correct that these agreements will further boost trade between parties therefore increase economic growth and the volume of trade of the signatory countries. But at what cost? This time it appears that these deals enable corporations to roam more freely by taking from the rights of individuals and states. Exempting certain fields of industries from certain regulations or taxes is common practice to boom the business. But diminishing government's capabilities of litigation is too far reaching of an aim for that same purpose. It is not too hard to anticipate that disarranging the rule of law in a country will eventually generate repercussions on the freedom and the rights of people. And we know –thanks to many examples– the outcome of economic systems in which people are not free and forced to labor with few incentives.

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