Changes in the system of social protection system in the Republic of Macedonia

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SAZETAK

Proces kreiranja javnih politika u socijalnoj sferi neminovno menja kvalitet života građana i društva u celini. Efektivnost javne politike najbolje se ogleda u oslanjanju kreatora javnih politika na tri najznačajnija resursa: zakonodavni okvir, ljudski kapaciteti i finansijski resursi.

Republika Makedonija u poslednjih dvadeset godina kontinuirano sprovodi reforme u sistemu socijalne zastite. Promene su izazvane potrebama za odgovor na socijalne izazove sa kojim se suocava drustvo kako rezultat tranziciskih procesa a vodeni iz iskustva i prakse razvijenih evropskih socijalnih drzava. Strateškim dokumentima zacrtan je razvoj sistema socijalne zastite sa posebnim ciljem da se ostvari unaprijedjenje kvaliteta usluga*.* Obezbjeđivanje kvalitetnih usluga, između ostalog, podrazumijeva obezbjeđivanje efikasnog sistema stručne podrške, supervizije i inspekcije; promjenu u organizaciji rada centara za socijalni rad i uvođenje novih metoda rada.

Promena aktera socijalne zastite predstavlja jednu najrazmatraniju tema u javnim i strucnim debatama za razvoj institucionalnog okvira sistem socijalne zastite u Republici Makedoniji. Decentralizacije i pluralizacija socijalne zaštite je neophodna kako bi se na efikasni, ekonomičan i racionalani način obezbedila dostupnost socijalnih usluga svima kojima je takva pomoć potrebna. Pozitivni efekti decentralizacije i pluralizacije u sistemu socijalne zaštite bice vidljivi pre svega u razvoju pružanja usluga, putem uključivanja različitih aktera i učešća građana u kreiranju lokalnih programa, kako bi usluge postale dostupne što većem delu populacije, bile bliže korisniku i prilagođene njegovim potrebama.

Ovoj rad daje prikaz razvoja sistema socijalne zastite u Republici Makedoniji, zakonsku regulativu i implementaciskite slabosti, kako i aktuelnite izazove i pravce za unapredjenje socijalno-zastitne funkcije drzave.

Kljućne rijeci: socijalnu zaštitu; reforme; socijalne usluge; zakonodavstvo; institucije.

ABSTRACT

The process of creating public policies in the social protection inevitably changes the quality of life of citizens and society. The effectiveness of public policy is reflected in reliance on policy makers on the three most important resources: the legislative framework, human capacities and financial resources.

In the past twenty years, the Republic of Macedonia has been continuously implementing reforms in the social protection system. The changes have been caused by the needs for responding to the social challenges that society is facing as result of the transitional processes, guided by the experience and practice of the developed European social states. Strategic documents set out the development of social protection system with the specific aim of improved delivery of social services. Providing quality services, inter alia, involves the provision of efficient system of expert’s support, supervision and inspection, a change in the organization of the work of Centers for social work and the introduction of new methods of work.

The change of the social protection actors is one of the most discussed topics in professional debates for development of the institutional framework of the social protection system in the Republic of Macedonia. Decentralization and pluralization of social protection is necessary to ensure the availability of social services in efficient, economical and rational manner to all persons with social-protection needs. The positive effects of decentralization and pluralization in the social protection system will be evident primarily in advancement of social service delivery, by involving various actors and citizen participation in the creation of local programs, to make the services available to most of the population, to be closer to the beneficiary and tailored to his needs.

This paper gives overview of the development of the social protection system in the Republic of Macedonia, legal regulations and implementation weaknesses, as well as the current challenges and directions for improving the social protection function of the state.

Key words: social protection; reforms; social services; legislation; institutions.

**Introduction: local context and legal framework of the social protection system**

The processes of transformation of the political and economic systems in the Republic of Macedonia have begun in the early nineties of the last century. The implementation of new policies and programs in all fields, especially in the economy sector, was followed by a range of social consequences and negative effects for the citizens of Macedonia. The period of transition affected accumulation of social problems, including those with most thorough consequences, such as increase of the unemployment rate, poverty of the households and decrease of the life standard. All that fostered a rising necessity for social action regarding the state which was obligated to respond the newly produced social needs of the citizens.

The Republic of Macedonia, according to the Constitution, is proclaimed to be a social state in which the citizens can benefit their social rights stated by the fundamental international documents. Accordingly, the new reality pursued the engagement of systematic measures for creating a new legal and institutional system of social protection which would ensure social security in conditions of high turbulences in everyday life. In addition, the obtained analyses overall demonstrated the real risk of demotion of the states’ social image along with the development of the market reforms.

In the years after the country declared independence, the emphasis was put on the political affirmation of the state, building democratic capacity of the society and macro-economic stabilization of the economy. In that environment the state confronted a range of challenges and the necessity of reforms in every field of life. The challenge in the social sphere regarded creating a stabile normative frame and professional administrative structure through implementation of international standards in this area, as well as obeying the local specifics and tradition.

The adoption of the Law on family in 1992 set up the family-legal ground where systematically were regulated issues concerning marriage and family. Social protection allowances for the vulnerable families whose overall income reaches below the level for decent life, were introduced with the Program for socially endangered population passed in the 1992. The highest level of protection covered the most fundamental needs of an average four-member family through individual cash allowances for every family member. This scheme has generated absurd results in working, de-stimulating and unjustified redistribution of value per family.

That raised a debate considering the effectiveness and the efficiency of the social policy measures and instruments, which ended up with modification of policy’s focus: from a traditional care policy to the question of the poverty limit. The establishment of the national poverty threshold in 1996 employed the conditions for regulation of the social policy from the macro-economic aspect. The Law on social protection, as a systematic law which regulates this field, was passed for the first time in 1997, and since that has been frequently modified. Through passing the Law on child protection in 2000 the social protection measures have expanded and the system of services for child allowance, protection and recreation was established.

The reform process in the field of social protection has been intensified in 2003 by the adoption of certain legislative initiative supported by the changes in policy planning and management. The main innovation was the introduction of several principles in the functioning of public social protection plans: decentralization, deinstitutionalization, pluralization. That imposed the need for a wider reorientation of the national regimes of social security towards ensuring employment, satisfying the needs and social inclusion.

In June 2009 a new Law on social protection was passed which attained redefinition of the social rights, in order to ensure standardization of conditions and procedures in achieving social benefits, and improved targeting of the most endangered categories of social rights beneficiaries.

The normative activities were followed by strengthening of the institutional capacities for delivery of social services and several projects on infrastructure and improvement of the proficiency of the Centers for Social Work were implemented. Furthermore, the employees in the social institutions were included in a variety of trainings for raising the level of professional knowledge[[3]](#footnote-3).

**Legislative response to the economic crisis[[4]](#footnote-4)**

The global financial and economic crisis present since 2008 has triggered an additional set of welfare state challenges, such as demographic aging, atypical employments, social damping, etc., thus aggravating challenges already generated from the mid-90s onwards. The impact of the global economic crisis in Macedonia has not only added these new challenges, but has also reinforced previously existing national impediments, such as a large informal economy, a jobless growth and the low living standard. Effects of these challenges can be seen in the growth of categories of socially vulnerable population, but also in the change of social policy and social work trajectory and priorities.

Since the beginning of the crisis (end of 2008), the government has adopted five packages of anti-crisis measures. These measures were targeted towards general improvement of investments and protection of national products, and also included measures in the fields of construction and housing. The first two packages, adopted in the period November-December 2008, mainly focused on writing off the debts of insolvent companies and announced plans to invest eight billion euros in public works. However, all these measures were not targeted towards the real losers in the economic crisis, implying that their effect was negligible. The third ‘anti-crises’ package, announced after the elections in April 2009 focused on more realistic measures. This package included: 1) budget rebalance, which was cut by 9% and adjusted according to the macro-economic projections of 1% GDP growth and 1% inflation rate for 2009; 2) credit support for firms and enterprises, through the European Investment Bank in the amount of 100 million euros; and 3) additional measures supporting firms and enterprises, including measures for simplifying the export of goods, reduction of costs etc. As the previous package, this one also did not include any direct social measures, nor did the announced economic measures have any indirect impact on most vulnerable groups in the society.

The first specific social anti-crisis measures directed towards vulnerable groups were announced in the beginning of September 2009, when the Government decided to adopt an Energy Poverty Action Plan. This measure provided each month a direct financial support to the most vulnerable population (recipients of social financial assistance), who cannot regularly pay the constantly increasing electricity bills.

The second anti-crisis measure with a direct social impact was announced a few days after the Energy Poverty Action Plan. The measure called “SOS shops” involved governmental subsidization to beneficiaries of permanent financial assistance for buying products with a 30% discount. These shops were initially planned to be opened only in Skopje, and potentially in other cities depending on the interest of relevant businesses. Social assistance beneficiaries could buy discounted products up to the amount of the social assistance they receive, but not more than MKD 5,000 (EUR 81) per month. This measure was planned to include around 15,000 households that are beneficiaries of permanent financial assistance. Since there was very little interest among shop owners, the »SOS shops« project was gradually stopped. More targeted aspects of the anti-crisis measures were those in the field of agriculture, one of which is directed at the unemployed (giving state-owned arable land for productive use to the unemployed living in rural places). This measure is supposed to serve as an incentive to reduce rural unemployment, however its effectiveness is hindered due to the lack of other incentives, such as training for the rural unemployed, or additional financial support for the unemployed to be able to work on the agricultural land. The last package of socio-economic measures, introduced by the government in early June 2012, was aimed, among others, at supporting the living standard, costs, and employment opportunities for the most socially vulnerable population. Among others, they included: (i) employment (ii) the increase in anti-crisis social benefits: the increase of the energy poverty subsidy from MKD 600 to MKD 700 (from EUR 9.83 to EUR 11.47) per person (household) monthly; as well as (iii) support for children living in socially vulnerable families: a paid 7-day summer/winter vacation for children between 10 and 13 years of age; and vouchers for computers for students in socially vulnerable families (social assistance beneficiaries, children without parents and parental care).

Taking into consideration practical problems in the implementation of some of these measures (which existed in the past, i.e. the subsidy for energy consumption), it may be said that they represent only a negligible response to the growing social and economic inequalities and exclusion in the country. Also, what is noticeable is that most of these measures are not a result of any systematic monitoring of the crisis, but rather extracted from the ongoing projects or plans previously envisaged by the Government. In conclusion, it may be estimated that the governmental response to the global economic crisis was not directly targeted towards the main “losers” in this process. The undertaken measures were rarely focused on individuals or regions that were directly affected by the crisis. Even those few focused on the unemployed and other vulnerable groups were not created according to the comprehensive crisis assessments.

**Main reform processes in social services delivery**

In Macedonia, reform processes within the system of social protection include: pluralisation (welfare mix), decentralization and deinstitutionalization (Law on Social Welfare, 2004). Although they have been instituted since the mid-2000, their realization has been particularly enforced during the period of economic crisis. These processes focus on reduction of the central role of the state and introduction a more significant participation of local units and civil society, as well as more flexible non-institutional types of social provision.

*Decentralization of social services delivery*

The process of social protection decentralization in the Republic of Macedonia was initiated with the adoption of the Law on Local Self-Government, with which the municipalities, the City of Skopje and the municipalities of the City of Skopje were given competences in the area of social protection. The Law on Social Protection from 2009 stipulates an obligation for the municipalities to adopt programs for the social protection needs of the citizens, in accordance with the national strategic directions for the development of social protection. The municipalities provide the realization of social protection through non-residential and residential forms of social protection, housing and raising the awareness of the population for the needs of providing social protection. In order to achieve common interests and to perform joint affairs within the competence, they can merge funds and form joint public services. The cooperation is regulated by the Law on Inter Municipal Cooperation.

In the practice, municipalities face with several risks. They are not included in the continuous direct delivery of social services for the local inhabitants. Also, there is lack of access to service delivery tailored to the specifics of the municipality. In case of limited financial resources for different competencies, municipalities do not recognize social problems as key issues of public interest of local importance. An additional problem is the financial instability of certain municipalities.

The state does not stipulate obligatory involvement of the municipality in providing social protection rights and services, and on this basis the municipalities independently decides whether they will realize and finance social-protective activities on the territory of their municipality. The disposition of the norm gives freedom to the municipality, the city of Skopje and the municipalities in the City of Skopje to be able to determine other rights and forms in the social protection, in accordance with the material possibilities and willingness to develop a social-protective activity. On the other hand, the state is not involved, nor is it obliged to participate in the financing of social protection at the local level. From that aspect, Macedonia has the characteristics of a highly centralized state in which the MLSP, more precisely the Government manages the overall state budget intended for financing social protection.

*Pluralization of social services delivery*

Pluralisation enabled provision of social services by local municipalities, but also private companies, associations of citizens as well as individuals. An association can perform certain social protection activities if it is registered for the attainment of goals and tasks in the field of social protection. MLSP maintains a register of associations in the field of social protection. The Ministry participates in the provision of part of the funds for performing certain activities of social protection of the association on the basis of a public call (grants) under the conditions determined by the Law on Social Protection.

The analysis of the data on administered grants in the last three years shows that only a small, insignificant part of the budget of the Ministry of Labor and Social Policy is allocated to associations for performing social protection activities. The lack of clear criteria for funds allocated, the manner of selection of associations and separate amounts by associations, and the very nature of the grant as a financing mechanism, do not give a solid basis for more significant involvement of associations in performance of social protection activities. On the contrary, annual funding creates uncertainty with the service provider in terms of sustainability and continuity of service provision, restricts greater investment in infrastructure and human resources, and provides opportunities for political and other influences and lobbying.

This model of registration and financing of associations was a good solution in the initial phase of the development of plural delivery of social services as a first step in bridging the gap between the existing needs for social services and the capacities of non-state social service providers. Data analysis confirms that grants, given their project-based and time-limited nature, are not effective mechanisms to support ongoing services. They can be used as mechanisms for support of innovative ideas and promotion of innovative services. Also, grants are more susceptible to budget cuts than other funding mechanisms. The analysis indicates that this solution has been outdated in the real circumstances and that conditions have been created for introducing a more complicated scheme for financing social services by non-state actors, which requires a change in the legislation.

**Institutional capacities for social protection activities**

The Republic establishes the social protection system and enables its functioning, provides conditions and measures for performing social-protective activity. The carriers of social protection are the Republic, the municipality, the City of Skopje and the municipalities of the City of Skopje, based on their competencies, in accordance with the Law on Social Protection. Competent institutions in the system of social protection are: Ministry of Labor and Social Policy, the Institute for Social Activities, institutions for social protection, associations, religious communities, religious groups and their associations, and individuals under conditions determined by law.

*Ministry of Labor and Social Policy*

The Ministry of Labor and Social Policy, within its competence, is obliged to provide the citizens with efficient and legal fulfilment of their constitutionally guaranteed rights. The organization, competencies and work of the Ministry of Labor and Social Policy, as a state administration body and a part of the executive government, is regulated by the Law on Organization and Work of the State Administration Bodies. Part of the Ministry of Labor and Social Policy are: Agency for veterans and war invalid’s issues and the State Labor Inspectorate.

The Ministry has a total of 316 employed persons. Whereas, 525 employees are envisaged in the Act on Systematization of work assignments. From a total of 16 sectors, three are directly related to the performance of work in the social protection system: the social protection sector, the child protection sector and the sector for inspection oversight. These three sectors employ 89 people.

The largest number of persons (49) are employed in the Sector for Social Protection, 11 of them are with secondary education. The type and level of education of part of the employed persons does not correspond to the needs and responsibilities foreseen as an obligation of the sectors in which they work. In the Sector for Social Protection, there is a need for employment of persons possessing nomo-technical knowledge due to the need for strengthening the regulatory role of the MLSP and preparation of significant secondary regulation. Employment of persons with appropriate education and work experience is also needed in the Sector for Inspection Oversight. This is especially important to strengthen the inspection oversight and to create a stable and robust oversight mechanism, in a situation where the state will reduce its participation in providing social protection.

*Source: Ministry of Labour and Social Policy, 2017*

*Institute for Social Activities*

The Institute for Social Activities is founded as a public institution for studying social phenomena and problems and promotion of social activities. The Institute provides professional assistance to the social protection institutions, prepares the standards and normative for work, prepares methodological instructions for the work of professionals, oversees the professional work of the institutions for social protection and the employees in them, and performs other activities determined by law. The Institute for Social Activities gives, renews, continues and revokes licenses for the work of the professionals in public and private institutions for social protection.

The work of the Institute for Social Activities is organized in four sectors, three of which carry out expert activities and one administrative and auxiliary-technical works. The total number of employed persons is 22, of which 20 are professional workers and 2 are auxiliary-technical staff. The data on the number of employed persons shows a significant disproportion between the competencies of the ISA on the one hand and the small number of employees on the other.

*Source: Institute for Social Activities, 2017*

*Institutions for social protection*

The Law on Social Protection regulates the manner and procedure for establishment, operation and termination of work of institutions for social protection as an organizational form for performing social protection activities. The provisions of the Law on Institutions have subsidiary application and are apply if not otherwise regulated with the Law on Social Protection.

Public and private institutions for social protection are established for the realization of the social protection system:

* A public institution for social protection is established by the Government in accordance with the needs of social protection activity and with the network of public institutions. The municipality, the City of Skopje and the municipalities in the City of Skopje may establish a public institution based on an approval in accordance with the law, except for the Center for Social Work and a public institution for accommodation of children and youth with impaired behavior.
* A private institution for social protection may be established by a domestic and foreign legal or natural person, based on an approval, in accordance with the law. A domestic and foreign legal entity or a natural person cannot be a founder or co-founder of the Center for Social Work, an institution for accommodation of children and youth with upbringing social problems and institution for accommodation of children and youth with impaired behavior.

The existing legal framework regarding the status, rights and duties of the employees in the CSW is composed of the following four laws: Law on Administrative Servants, Law on Employees in the Public Sector, Law on Social Protection and general labor legislation. The legal provisions are unclear, difficult to apply, divided into several acts, do not correspond to the real situation and do not achieve the goals for which they were adopted. The legislation complicates the processes of human resources management and limits directors in social protection institutions to utilize available human capital. The practice, also, shows inconsistent application of provisions for employee’s effect measurement. In that regard, it is proposed to simplify the legislation and make changes in the rating system and employees career advancement.

*Center for Social Work*

The Center for Social Work is established as a public institution with public authorizations for performing the activities of social protection. The center can be established for the territory of one or more municipalities. In the scope of public authorizations, the Center performs the following activities: it decides on the rights of social protection, stipulated in the Law on Social Protection, decides on the rights determined by the Law on Child Protection, decides on financial assistance for persons with recognized refugee status and subsidiary protection, determined by the Law on Asylum and Temporary Protection, decides on the issues determined by the family-legal regulations, acts on the matters within its competence determined by the criminal-legal regulations, keeps records and collects documentation for beneficiaries of social and family-legal protection, for applied forms of social protection and performs other duties prescribed by law.

According to the Decision for determining the network of public institutions for social protection in the Republic of Macedonia there are 30 centers for social work. Of these, 7 are established as municipal centers for social work, while the remaining 23 cover the territory of two or more municipalities. With the acts of internal organization, all centers for social work, except for IMCSW Skopje, are organized through three sectors: the sector for the rights of financial assistance from social protection, the sector for social services and the sector for administrative and axillary-technical works. The IMCSW Skopje has a sector for financial assistance which is organized in units dispersed in all municipalities on the territory of the city of Skopje and sector for social services organized according to the category of users: children, adults and the older persons, persons with disabilities and services for marriage and family.

In the Centers for Social Work in Macedonia, there are total of 1050 persons employed, of which 806 are in the CSW through Macedonia and 244 in the IMCSW Skopje.

*Source: Institute for Social Activities, 2017*

Analyzed by sector, the largest number of employees is in the sector for social services, a total of 374 persons, out of which 286 employees in the centers throughout the Republic of Macedonia, and 88 in Skopje. There are insignificantly fewer employees in the sector for the rights of financial assistance from social protection, 365 of which are 284 employees in the CSWs in Macedonia and 81 in Skopje. In the sector for administrative and axillary-technical works, are employed in total 311 persons of which 236 are in the CSW through Macedonia, and 75 in the IMCSW Skopje.

The analysis of the data on the number of employed persons in the CSW shows an uneven distribution in relation to the size on the area covered and the number of inhabitants. IMCSW Skopje has the largest number of employees, based on a real need in view of the area it covers. The situation with the other major centers in the Republic of Macedonia is similar. Smaller centers on the other hand face shortages of staff, which makes the same employees to work in different sectors. In some small centers there is a lack of basic professional staff and staff from the neighboring CSW are borrowed.

*Institutions for non-residential protection*

The services of non-residential character are provided by the state through the CSW and the non-governmental sector, most often through the opening of daycare centers for temporary protection. Municipalities participate in partial coverage of the costs of functioning of the DCC within the CSW and DCCs opened by associations.

There is lack of community services for different categories of persons, and the existing ones face certain weaknesses in their work.

*Source: Ministry of Labour and Social Policy, 2017*

According to the category users, most of the DCCs are established as a DCC for persons with disabilities. There are also number of DCCs and clubs for adults and older persons, some of whom provide help at home. Part of the day-care centers for older persons clubs do not have employees. Counseling centers were established in all CSW as organizational units of the CSW. However, in most of the counseling centers there are no employed persons, and most often, a user is sent to receive services from the same employee who has sent him to use the services at the counseling center. There is one employed person in the Counseling Center in the ICSW Skopje. The same problem is faced by the Shelter Centers for victims of domestic violence established by the state. In 27 CSW, public kitchens are opened for users of SFA and PFA. Most often, food is distributed through points that are open in kindergartens or employment centers. The service of organized living with support is provided for two categories: children without parents and parental care and persons with intellectual disability. Two of the services are provided by associations which cover the costs from the state budget through concluded agreements with the MLSP. The non-governmental sector manages a shelter center for victims of domestic violence and a shelter center for victims of trafficking in human beings. Also, one association provides services in a day care center for drug addicts and a day care center for sex workers.

*Institutions for residential protection*

All the IRP (except for older persons) are established as state institutions for social protection. A review on the number of employees per institution indicates large number of employees, even in some institutions the number of employees is larger than number of users. At the same time, the institutions face a lack of professional staff, primarily due to inadequate employment that does not correspond to the needs of the workplace. This imposes the need for a detailed analysis of the efficiency and effectiveness of institutional protection, the calculation of the cost of protection in the IRP and replacement with other forms of out-of-family protection with lower capacity or family care.

*Source: Ministry of Labour and Social Policy, 2017*

The data analysis indicates on unused capacity of the facilities in which the users are taken care of. The greatest availability exists in the Children's Home "11 October", the institutions for accommodation of children with upbringing and social problems and impaired social behavior and the institution for asylum seekers. On the other hand, the number of protected persons in the Special Institution Demir Kapija exceeds the capacity for three persons. The question of quality, appropriateness of care and protection of users is raised in all IRP. Also, protection of persons from different categories and ages within an institution is noted.

*Source: Ministry of Labour and Social Policy, 2017*

Considering the negative effects of protection in large, immense institutions, high costs for maintenance and staff, there is a necessity for transformation into smaller, more efficient and more rational forms of protection.

The institutions for older persons indicate a different tendency. Most of them are private institutions with a full use of capacity. From the four municipal institutions for older persons, three are transferred from the central level, and one is established by a municipality.

*Source: Ministry of Labour and Social Policy, 2017*

**Prospects**

Guidelines for the reform activities are determined by the strategic goals of the Republic of Macedonia for creating a sustainable social protection system that should provide accessible and qualitative measures and services designed in accordance to the users’ needs at local level. Primary goal is adoption of the new text on the Law on Social Protection directed toward advancement of the social welfare system through an in-depth reform of the rights to financial assistance and social services, as well as introduction of improved solutions for realization of the strategic determinations for decentralization, pluralization and deinstitutionalization of the social welfare system.

The main priorities foreseen by the state in the field of social protection are:

* Restructuring the institutional framework of the social protection system to separate the administration of the rights to financial assistance and provision of social services.
* Internal reorganization of social protection institutions for the optimal utilization of available capacities and improvement of professional work.
* Professional work improvement in the direction of enhanced participation of beneficiaries, involvement in planning and decision making, strengthening and exploiting beneficiary’s potentials.
* Redefining the financial assistance system in the direction of: improved targeting, more efficient administration and connecting with other systems, primarily with the system of employment.
* Increasing the quality of social services and creating conditions for reducing dependence on institutional protection by developing alternative forms of protection.
* Continuation of the processes of decentralization, pluralization and deinstitutionalization in social protection.

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3. See more in: Bogoevska,. N. and Jovanovska, B. 2010. Reform of the social protection system in the Republic of Macedonia. In: Georgeta Rata (ed.) Social sciences and humanities: between theory and practice, London: Cambridge Scholar Publishing [↑](#footnote-ref-3)
4. This part is more extensive explained in: Gerovska.-Mitev, M. and Dimitrijoska, S. 2013. Social policy and social work in the economic crisis times in the Republic of Macedonia. In: Ljetopis socijalnog rada, 20(1) Zagreb: Pravni fakultet, Sveučilišta u Zagrebu, Studijski centar socijalnog rada. [↑](#footnote-ref-4)