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ARE THE HUMAN RIGHTS PROVIDING EMPOWERMENT POSSIBILITIES FOR SOCIAL WORK WITH VULNERABLE GROUPS IN REPUBLIC OF SRPSKA?[****]

Resume

Vulnerable groups represent special categories that are in a higher risk of being socially excluded, vulnerable and sensitive to spectrum of risks, including poverty. Disabled persons, children, youngsters, women, elders, victims/survivors of violence, illiterate people, people living in rural areas, members of certain minority groups, refugees and displaced persons, members of LGBTIQ+ communities etc, are considered to be vulnerable.

Human rights as a universal concept are guaranteed by the Constitution of Bosnia and Herzegovina (BiH), which guarantees the

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implementation of human rights for all citizens of BiH. The obligation to implement the international documents that secure the standards, obliging the state to enforce guaranteed human rights is also anticipated by the Constitution. Human rights are the foundation and the framework for social work and social policy when it comes to working with and in favour of vulnerable groups, however, in reality of social work practice, these groups remain on the margins of society.

This article focuses on possibilities of social work in helping vulnerable groups to move from the margins of society. The article represents the results of the analysis conducted on gathered relevant documents that include information regarding the current state and processes, status and changes regarding the vulnerable groups' human rights enforcement in Republic of Srpska. The theoretical framework used for understanding and trying to search for possible answers to the defined question is underpinned by the critical social work perspectives. The content analysis was used as an independent theoretical-empirical method when research on relevant documents was conducted.

Keywords: vulnerable groups, social work, social policy, human rights

INTRODUCTION

The International Federation of Social Workers (IFSW) and the International Association of Schools of Social Work defines social work as a "practice-based profession and academic discipline that promotes social change and development", which include resolution of conflicts in interactions, empowerment and liberation of people that need support, in order to fulfil their capacities and enhance wellbeing. Defining the social work profession as such result in having different but overlapping domains of practice, such as: providing support and assistance to service users in resolving problems concerning fulfilling the basic needs, issues concerning social functioning and in crisis, reducing social and other inequities, development of human rights' policies, increasing standards and availability of certain and specific social services and allowances, and influencing changes in social policies and realisation of social justice (IFSW 2014).

Social work as a profession with specifically defined social role and function in contemporary circumstances is facing difficult challenges

due to impacts of different social circumstances and power imbalances. The whole world has been facing difficulties due to global economy crises and other social crises causing social problems with direct implications on different aspects of societal life, such as increase of poverty, unemployment, increase of social and personal difficulties, decrease of GDP index, mass migrations etc. All the above-mentioned has a direct impact on social work profession, shifting the focus more on large social groups and social problems, and less on individual's issues and problems (Ćuk and Savović 2019). Chenoweth and McAuliffe (2011, 16) summarise the purpose of social work as "positioning human rights and social welfare as a primary social responsibility, acknowledging that humanity exists in balance with the environment and to celebrate and nurture the diversity of humanity". Therefore, the task of social workers can be interpreted as taking responsibility for raising public awareness about values, opinions, behaviours and social structures that are important factors of marginalisation and social exclusion of vulnerable individuals, groups and communities in given society.

Marginalised groups represent a specific category that are considered to be in a high risk of being socially excluded, vulnerable and sensitive to a spectrum of risks, including poverty. In different societies different groups are being considered as vulnerable. This is why vulnerable groups are determined using standards and specific indicators, where the selection of indicators is dependent on the development of each community. A very important factor for recognising vulnerable individuals and groups is the level of availability and accessibility to the basic development resources (Muratbegović et al. 2017). The Laws in Bosnia and Herzegovina do not define who are marginalised groups. Also, the Law on Gender Equality of BiH (2010) the term "marginalised groups" is not mentioned nor defined. The term used in the Law on discrimination prohibition is the "endangered groups", which can be interpreted as groups in risk or marginalised groups. People with disability, children, women, elders, victims/survivors of violence, illiterate persons, persons living in rural areas, members of minority ethnical groups, refugees and displaced persons, members of the LGBTIQ+ communities have been selected as marginalised groups in BiH and Republic of Srpska for the purpose of research analysis and writing of this article. The above-mentioned groups represent a vast majority when it comes to being service users and beneficiaries of social work and social protection system.

LITERATURE REVIEW NAD
THEORETICAL FRAMEWORK

Human rights as a key principle of social work basically refers to the fundamental purpose of providing social services through fighting oppression, empowering and liberating people in need, in order to achieve their goals and fulfil their potentials. Chenoweth and McAuliffe (2011) emphasize the unbreakable connection between valuing of individuals and their right to self-determination, which are included in the professional ethics of social work, and grounded in the human rights discourses. As described by Connolly and Ward (2008, 18 in Chenoweth and McAuliffe 2011, 43) human rights can serve as good protective zone to all people, which offers space for conceptualisation of what one may consider to be "good life", without any interference from others. Ife (2008) considers human rights' perspective as an extremely important and powerful framework for social work practice, especially bearing in mind the fact that having three generations of human rights throughout the history of our civilisation speaks for itself about the importance of the social work profession based on the principal of protection of human rights.

The concept of "power" and "use/misuse of power" has a central place in theories and practice of critical social work. The misuse of power has been an "evergreen" topic of the social work discussions. The most recent literature on the topic is showing the importance of unpacking the term *power* in the context of given society, respecting historical, ideological, cultural and all other differences of a specific society. According to Tew (2002 in Pease et al 2009) critical perspectives in social work that emphasize modernistic ideas and importance of structural analysis (such as Marxist, feministic and antiracial approaches) have identified domination patterns and oppression in social relations. This means that one social group is in a privileged position comparing to other groups, using/misusing economic, discursive and emotional power in its favour. Mullaly (2010) sees such traditional interpretation of "power" as concept that "lives" in big social structures (state institutions, religious institutions), therefore can be changes only in big protests and social activities at the biggest scale. Some other authors (Mullaly 2002; Pease 2002a; Tew 2002 in Ferguson 2008) suggest that postmodern perspectives defining "power" and privilege as concept that exists in different social locations, situations and contexts (schools, social and health organisation,

mammy groups), meaning "fluid and open for changes" (Allan in Pease et al 2009, 73), can be seen in a different light. This means that "power" doesn't have to be exclusively oppressive, but can be used as a resource that can offer social opportunities (depending on how it is used). The differences in power exist in the social worker-client/service user relationship. It is extremely important for social workers to always assume that the power is in their hands, first of all deriving from the fact that social work practitioners have professional knowledge. The knowledge and position holding need to be in service of empowering oppressed, vulnerable and marginalised individuals and groups (Rees 1991; Healy 2005; Mullaly 2002 in Pease et al. 2009).

The concept of "empowerment" can and has been differently defined in literature, depending on the theoretical perspective used and context in which it is defined (Fook and Morley 2005). DuBois and Miley (2005) define empowerment as a process with the aim to increase personal, interpersonal and political power in order to improve their situation. Empowerment is also connected to social justice and democratic ideal that every citizen has the right to make decisions in their life. Rose (2000 in Chenoweth and McAuliffe 2011) suggests that empowerment can be contextualised at five levels: personal (individual), interpersonal, political, professional and organisational. From the social work stance, the essence of the empowerment concept is placed in the relationship between social worker and client/service user through the approach that sees clients/service users as individuals with potentials. The aim of social worker is to activate existing potentials and by doing so, empower the client/service user to believe in its potentials and comes out from the dark and oppressed position. Mullaly (2007 in Pease et al. 2009, 74) defines empowerment as "…process of change in which subordinated groups cross over from the passive position to an active participating position…in order to gain more control in their lives and social environment".

Empowering vulnerable and marginalised individuals and groups requires deeper critical analysis, including policy analysis. According to Fook & Morley (2005), the empowerment concept on its own cannot provide answers to big and complex questions considering empowerment, such as: who are we empowering and to whom is it important? Another important question can be asked here: How can a social worker (from the critical social work perspective) empower clients/service users in contemporary and restraining political contexts? Even more

complex question can be asked, and this is the research question of this paper: Valuing social justice and human rights as we as social workers do in our contemporary society, how can we make structural changes? In order to make a first step, we need to analyse the legal framework that is the social work framework in practice with vulnerable and marginalised groups. Fraser (2001 in Pease et al 2009) points out two key factors of the empowerment perspective and approach in social work: wider distribution of resources and society without discrimination; and empowerment strategies that need to be applied within the structural and critical analysis. More recent literature (Baines 2017; Mullaly 2007; Ife 2008), emphasises the importance of few more elements: help and support to marginalised individuals and groups in activities with the aim to have their voices heard and raising awareness about the ways in which dominant structures/groups using dominant discourses, stereotypes and popular culture oppress and/or misuse the position of marginalised (Pease et al. 2009).

Ferguson (2008) and Baines (2007) exploring the questions concerning empowerment and social work practice suggest that regardless the limitations in applying the concept of empowerment in social work practice (using the critical social work framework), social workers must not forget the ethical obligation of the profession to empower clients/service users. Literature also recognises existence of many and different obstacles and organisational barriers (including procedural, managerial etc.) that social work practitioners face on daily basis (Fook 2012; 2023) summarises the importance of critical theories as theories that recognise domination as something that is experienced (personal) and structurally created. This means that social change needs to be personal and collective at the same time. Another important aspect that Fook (2023) emphasises is that such interpretation of domination included recognition that knowledge is often empirical (grounded in reality), but at the same time, knowledge that is used or interpreted can be constructed (socially and personally). Therefore, social or personal change cannot take place without having dialogues and communicating, trying to reach new and common understanding.

188

RESEARCH DESIGN, METHODS
AND DATA COLLECTION

In line with the methodology type and subject of this research, a range of research methods were used for the purpose of this paper, including: analytical-deductive, hypothetical-deductive and comparative methods. As for the basic scientific methods, the methods of analysis and synthesis, induction and deduction, and method of generalisation were used in this research. A specific method that was dominantly used in the empirical part of this paper was the method of content analysis. Content analysis was used for the purpose of data collection and data analysis, as well as for the purpose of providing a theoretical framework for understanding the topic and research question. The coding system was applied for the content analysis of documents relevant for the research subject, developing a categorial framework for the purpose of classification and data collection and data analysis, including causal relations (Creswell 2002).

The analysis covered documents that regulate and guarantee human rights in BiH and Republic of Srpska, with special attention paid to the Social Inclusion Strategy of the Republic of Srpska 2021-2027. The Strategy was used as a key document search for the answer to the main research question: Are the human rights providing empowerment possibilities for social work with vulnerable groups in Republic of Srpska?

RESEARCH FINDINGS AND DISCUSSION

Social work is fundamentally grounded in protection of human rights, therefore social work and social policies represent the core framework for issues related to protection of human rights, especially marginalised and vulnerable groups. The reality in social work practice is that these groups are on the margins of society. In Bosnia and Herzegovina (BiH) the inconsistency between the social work practice and legislation regarding human rights and social position of marginalised groups in society is noticeable.

The human rights of all citizens of BiH are prescribed by the Constitution of BiH (2009), by international agreements and conventions ratified by the BiH, but also by the laws that regulate this topic at the state and entities' levels. The Preamble of the Constitution of BiH states determination to ensure full respect of international humanitarian laws, as

well as the commitment to the Universal Declaration of Human Rights, international agreements on civil, political, economic, social and cultural rights, and the Declaration on rights of persons that are members of national or ethnical, religious or language minorities, and other mechanisms in favour of human rights. The Constitution of BiH anticipates direct implementation of the European Convention on protection of human rights and fundamental liberties, and its Protocols, which serves as a guarantee that BiH and it's both entities and District Brcko will ensure the highest level of internationally recognised human rights and fundamental liberties. The Constitution of BiH also anticipates protection of human rights via the Commission for Human Rights, consisted of two bodies: the Institution of Human Rights Ombudsmen of BiH and Council for Human Rights. The Annex 7 of the Constitution of BiH represents the Agreement on refugees and displaced persons, with a special part dedicated to protection of human rights. Special administrative bodies were established within the state administration system, with the role to continuously promote and improve the system of human rights protection (Council for Children, the Agency for Gender Equality, the Board for Romas, the Council for People with Disability etc.).

States established on the basis of national principle, means that they provide security of property and personality, where personality is understood as "life itself, honour and liberty" (Bodrožić 2023, 102). The Constitution of Republic of Srpska (2005), in the section referring to the human rights and liberties, guarantees achievement and protection of human rights and liberties to all citizens of Republic of Srpska, in accordance with the principal of social justice. The principal of social justice has become lately in the EU system the international and regional priority, serving as a framework and assigning main goals for all states trying to develop a more advanced social protection system. Achieving social justice in a society remains to be an eternal goal that is very much conditioned by the mainstream and dominant concepts of economy policies in BiH. The above-mentioned economy policies in BiH have been established at different administrative levels and within different protection sectors. However, fulfilling the social justice principal also means providing full support and implementation of activities and measures for effective participation of individuals that are members of marginalised groups, participation in community, respecting their dignity, freedom of choice, differences, equal opportunities, gender equality etc.

Besides already mentioned highest legal acts of BiH and Republic of Srpska, human rights are also protected through implementation of many international documents concerning human rights, all ratified by BiH (the UN Convention on the Rights of the Child; Convention on the Elimination of All Forms of Discrimination Against Women-CEDAW; The Council of Europe Convention on preventing and combating violence against women and domestic violence (Istanbul Convention); the UN Convention on the Rights of Persons with Disabilities (CRPD) and national legislative framework that includes the Law on Prohibition of Discrimination (2016), the Law on Gender Equality of BiH (2010), and other laws adopted at the entities' level. In Republic of Srpska, the most important law concerning the general population is the Criminal Code of Republic of Srpska (2021), as well as the laws that regulate the protection and fulfilling the rights of marginalised groups. The most important laws here are: the Law on Social Protection (2022), the Law on Family Violence Protection (2019), the Law on Child Protection (2021) and other. The Republic of Srpska established the child welfare system in 1996, adopting the Law on child welfare in 2002 and by founding of the Public Trust for Child Welfare (Gavrilović and Jugović 2012).

The implementation of legislative documents has been the most demanding social and professional challenge. One of the ways to implement normative solutions is to create strategic documents focused on and directed towards the implementation of defined and planned activities concerning human rights. The Government of Republic of Srpska has adopted in 2020 a very important strategic document whose goal is to improve the systemic solutions and the quality of life of socially vulnerable persons and marginalised groups. We are referring here to the Social Inclusion Strategy of Republic of Srpska 2021-2027 (The Government of Republic of Srpska 2020). The Strategy almost equalises the socially vulnerable persons and the marginalised groups. The Strategy provides a general definition, quoting: "Socially vulnerable and marginalized groups of the population are individuals, families and social groups deprived of the opportunity to exercise the key social values such as: the right to work, realization of artistic and creative potential, material well-being, human dignity, social security, future prospects, etc. The members of these population groups constitute the largest part of the beneficiaries of the public systems dealing with issues of social security and social protection of citizens in the Republic of Srpska" (RS Government 2020, 4). This Strategy also anticipates achieving six defined

goals in the defined period of time, being: improving the social status of children, young people and families with children; fighting poverty; equal opportunities and non-discrimination of people with disability; safe old age; full gender equality and development of tolerant society for all. The goals defined in such wide manner include the most of marginalised groups.

People with disability are marked in the Strategy as the most vulnerable groups in Republic of Srpska. Special attention is paid to discrimination of people with disabilities based on differences seen as a risk for social exclusion. Enabling equal opportunities to all (access to community life, access to social services, adequate housing, sensible health protection, labour market, public administration services), being the essence of social inclusion of people with disability, also includes permanent promotion of abilities of persons with disability. In Republic of Srpska, at the operational level, there is no unique access to disability policies, which results in different practices of implementation of international standards. Noticeable consequence can be seen in discrimination and violation of human rights of persons with disability.

The belief that "society owes to a child the best it can offer" has been imbedded in the UN Convention on Child Rights, accepted by 169 countries in the world, and by defining the minimum standards and rights for children (Gavrilović and Jugović 2012). The Strategy recognises children and youth as members of marginalised groups. Especially highlighted is the fact that this category is decreasing in general population of Republic of Srpska. The Strategy analyses a number of segments of children and youth life. Important data from the social work and social inclusion of children and youth perspective is the data concerning the decreasing number of children in the total number of social services and social protection users, without arguing in favour of the needs of children for social services. Another important finding is the increase in percentage of children reported as victims of violence in Republic of Srpska, with approximately 2% per annum, which impacts the social exclusion of children. According to the data from UNICEF BiH (UNICEF 2017), 73.8% of children in BiH are deprived from minimum one dimension of life (these dimensions include a dimension of social inclusion), while 22.8% of children are deprived from three and more dimensions. According to Stojaković Zlatanović (2021), the main and core legal discrepancies concerning the application of systemic social welfare special protection measures for vulnerable children can been seen as the lack

of "universally accepted definition of family life", as well as other key aspects of what is considered to be the "minimum quality standards of care" (Stojaković Zlatanović 2021, 145) The state analysis presented in the Strategy reveals data that unemployed youth in Republic of Srpska represent 3% of total population, while every fourth young unemployed person is absolutely poor. It has been estimated that the real youth unemployment rate is around 50%, while the general unemployment rate is around 20% in the past ten or more years (Gajić 2020). These are only few important indicators of social exclusion of children and youth in Republic of Srpska.

Women are present in the Strategy in the section concerning gender equality, as another marginalised group, highlighting the basically observed differences between women and men leading towards social exclusion. More specifically speaking, this is concerning the burden of women in family roles, lower representation in labour, lower wages for same jobs comparing to men, lower representation (regardless obvious increase) in political life and decision-making sphere, and higher representation of women in total number of victims of domestic violence, being over 90%. Due to the complexity and factors of social exclusion affecting women, one of the strategic goals is directed towards improvement of the status of women in the above-mentioned spheres of social life.

The Strategy is only one of many documents in Republic of Srpska that recognises elders as persons that need special attention in Republic of Srpska. The people in the "third life age" are being socially excluded on many bases, which puts them in the category of socially most vulnerable citizens. Social exclusion of elders is conditioned, first of all, by their economic and health state. Reduced ability to work, health conditions, financial deprivation and depending on family and intergenerational solidarity can be seen as the most important determining factors of the elders' status in society, which also means reasons for social exclusion. The data of having 17% of elders in Republic of Srpska being in the category of absolutely poor is in line with the above-mentioned.

Deserved attention is also dedicated by the Strategy to the members of minorities. Social exclusion of minority groups results from the relations and social discourses towards specialties and differences from the majority group. Cultural, social, racial, religious, national, health or sexual orientation differences can be bases for social distancing of majority from the minority groups. Also, possession or practicing "different" values, habits and behaviours can trigger the need among minority groups to isolate from the majority.

According to the Republic Institute of Statistic, people living in rural and less developed communities and areas in Republic of Srpska, which represent a significant number, as well as illiterate persons (6.7% of women and 1.7% of men), can be considered as marginalised groups (Republic of Srpska Institute of Statistic 2021). However, the Strategy does not include these groups. It is also worth mentioning that the Strategy recognises members of the LGBTIQ+ community as minority groups, but not marginalised groups (without specific explanation). The Strategy also does not recognise refugees and displaced persons as marginalised groups, regardless the complex political situation in Bosnia and Herzegovina that has pushed these groups into marginalised position since the war in Bosnia and Herzegovina in 1990s.

CONCLUSION

We started this research with the question on whether human rights can provide empowerment possibilities for social work with vulnerable groups in Republic of Srpska. Researching both the literature relevant for empowerment in social work profession (using critical social work perspectives) and documents that served as data for this research, looking for the legal grounds in working with vulnerable and marginalised individuals and groups, several important conclusions can be summarised in this article.

Legal documents that were subjected to this research, starting from the Constitutions of BiH and Republic of Srpska, as well as the laws adopted for specific categories of clients and service users of social work, show that the marginalised individuals and groups do have rights that can be exercised and achieved in the society of Republic of Srpska. Analysing the Social Inclusion Strategy of Republic of Srpska 2021-2027 (The Government of Republic of Srpska 2020), which serves as a framework for different sectors (employment/labor market, social insurance and other types of social protection) that provide services to marginalised and socially excluded individuals and groups, results show that that there is space for introducing and applying empowerment approaches in these sectors.

The analysis also provided findings that most of the observed vulnerable and marginalised groups for the purpose of this research do exist in the Strategy, which can be interpreted that the basic preconditions for empowering opportunities for social work with vulnerable individuals

and groups do exist. However, an important finding is that there are three vulnerable and marginalised groups that are not recognised as such by the strategy, but are in the social work science and practice. These are the following: illiterate persons, refugees and displaced persons and members of the LGBTIQ+ community. This finding implies that social work practitioners face difficulties finding opportunities for empowering these individuals and groups.

Regardless the obvious fact that social workers that provide social services cannot easily influence or make structural changes, it can be considered as rational thinking if trying to undermine and tackle inequality at the structural level throughout social work practice on daily basis, working with vulnerable and marginalised individuals and groups (raising awareness on human rights, social justice and ways that can provide their voices to be heard). However, as noted by Djurić and Stojanović (2020, 169), the social system can increase its ability to adjust to the environment through a "process of internal differentiation", meaning by establishing subsystem autonomy, but "each of these different, autonomous system levels must have its own purposes and goals" (Djurić and Stojanović 2020, 166). On the other note, Stojiljković (2018) argues that already existing reduction of democrtic values, together with the increasing economic inequalities are leading societies towards the "erosion of legal and political equality" (Stojiljković 2018, 58). Critical reflection as part of the social work practice can have a valuable role in making necessary changes in daily practice of social workers. Fook (2009, 444; 2023, 58) understands critical reflection as a "way to research individual practice and experiences of social workers in order to increase the develop our own understanding of self and wider socio-cultural and structural environment, understanding our ideals, beliefs and assumptions that can, at least partially, be determined by social context". This can be regarded as extremely important practice of social work practitioners if the aim is to empower vulnerable and marginalised individuals and groups in the context of Republic of Srpska society. Without making changes at the individual level of each and every social worker (through practicing critical reflection), there are significant chances that social workers remain in the shadow of dominant structures, therefore have no empowerment opportunities for working with vulnerable and marginalised.

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ДАЈУ ЛИ ЉУДСКА ПРАВА МОГУЋНОСТ ЗА ОСНАЖИВАЊЕ ДРУШТВЕНО ОСЈЕТЉИВИХ ГРУПА У СОЦИЈАЛНОМ РАДУ У РЕПУБЛИЦИ СРПСКОЈ?

Сажетак

Дјеца, особе са онеспособљењем, млади, жене, стари, жртве насиља, неписмени, особе које живе у руралним дијеловима, чланови одређених мањинских група, избјегла и расељена лица и други, сматрају се друштвено осјетљивим или тзв. вулнерабилним појединцима и групама. Људска права као универзални концепт су права која су загарантована Уставом Босне и Херцеговине и као таква, односе се на све њене грађане. Људска права представљају базичне темеље и принципе социјалног рада, као и оквире дјеловања социјалног рада и социјалне политике када је у питању социјални рад са маргинализованим и друштвено осјетљивим групама. У законима БиХ није јасно дефинисано ко су маргинализоване групе. У раду је стављен фокус на могућности социјалног рада у пружању подршке и оснаживању друштвено осјетљивих група како би се помјериле са маргина друштва.

У складу са врстом и предметом истраживања у изради овог рада кориштено је више општенаучних метода, и то: аналитичко-дедуктивна, хипотетичко-дедуктивна и компаративна метода. Од основних наулних метода у изради рада кориштене су методе

анализе и синтезе, метода индукције и дедукције, као и метода генерализације. Као посебна метода која је доминантно кориштена у емпиријском дијелу истраживања, кориштена је метода анализе садржаја. За анализу садржаја података израђен је категоријални апарат који је служио као појмовни и оквир за класификацију за унос података и утврђивање њихових узрочно-посљедичних веза (Creswell, 2002). Анализом су обухваћени документи којима се прописује и гарантује остваривање људских права у БиХ и Републици Српској, са посебним акцентом на Стратегију социјалне укључености Републике Српске 2021-2027, у циљу добијања одговора на главно истраживачко питање: Дају ли људска права могућност за оснаживање маргинализованих група у социјалном раду у Републици Српској?

У раду су представљени резултати о тренутном стању и процесима, статусу и промјенама у вези са остваривањем људских права маргинализованих и друштвено осјетљивих група у Републици Српској. Теоријски оквир кориштен за разумијевање и покушај проналаска одговора за дефинисано истраживачко питање утемељен је у перспективама критичког социјалног рада. Резултати истраживања представљени у раду довели су и до закључака који се односе на неколико посебно значајних налаза. Поред највиших правних аката у БиХ и Републици Српској, људска права се штите кроз директну примјену бројних међународних докумената које је ратификовала БиХ. Влада Републике Српске је 2020. године донијела стратешки документ чији је циљ системско унапређење и побољшање квалитета живота друштвено осјетљивих и маргинализованих група. Ријеч је о Стратегији социјалне укључености Републике Српске 2021-2027 (Влада Републике Српске, 2020). Стратегијом је (за предвиђени период) планирана реализација шест дефинисаних циљева: унапређење социјалног положаја дјеце, младих и породица са дјецом; борба против сиромаштва; изједначавање могућности и недискриминација лица са инвалидитетом; сигурна старост; потпуна родна равноправност; и изградња толерантног друштва за све. Овако широко дефинисани циљеви обухватају највећи број маргинализованих група.

Поред наведених кључних налаза, посебно важан налаз односи се на три друштвено осјетљиве и маргинализоване групе које нису препознате у Стратегији као такве, али јесу од стране науке и праксе социјалног рада. Овај налаз се односи на сљедеће друштвено

осјетљиве и маргинализоване групе: неписмени појединци/групе, избјегла и расељена лица и чланови LGBTIQ+ заенице. Овај налаз имплицира да се професионалци који раде у области социјалног рада суочавају са много изазова покушавајући пронаћи могућности за оснаживање појединаца и група из ових категорија. Један од значајних закључака односи се на чињеницу да без обзира што социјални радници који су директно укључени у пружање услуга социјалне заштите маргинализованим појединцима и групама нису у могућности да лако утичу на структуралне промјене, међутим, исто тако могу да допринесу подривању неједнакости на структуралном нивоу у свом свакодневном раду. Критичка рефлексија је један од начина преиспитивања своје праксе која може да допринесе структуралним промјенама у друштву, а у циљу подизања свијести о значају остваривања људских права, постизању социјалне правде и начина како да се чују гласови друштвено осјетљивих и маргинализованих појединаца и група.

Кључне ријечи: друштвено осјетљиве и маргинализоване групе, социјални рад, социјална политика, људска права