

DRUŠTVENA ISTRAŽIVANJA

UDK 1:3/33
CODEN DSTRE5
ISSN 1330-0288

ČASOPIS ZA OPĆA DRUŠTVENA PITANJA
JOURNAL FOR GENERAL SOCIAL ISSUES

DRUŠ. ISTRAŽ. ZAGREB

158

GOD. 31 (2022)

BR. 4

STR. 577-762

ZAGREB

LISTOPAD-PROSINAC 2022.

VOL 31 (2022)

NO 4

PP 577-762

ZAGREB

OCTOBER-DECEMBER 2022



577 Lucija Lordanić, Ivana Tucak Junaković

597 Marina Obradović, Dušan Bogićević,
Maja Glogovac, Milica Maričić

619 Ljiljana Stevković

639 Krešimir Žažar, Drago Čengić, Đurđica Degač

661 Jana Kiralj, Dean Ajduković

683 Smith Boonchutima, Ainwat Sankosik

703 Luka Stanić, Ines Rezo Bagarić, Marina Ajduković

725 Katarina Šarčević Ivić-Hofman,
Bernarda Veseličić, Ivana Smolčić Jerković

SADRŽAJ / CONTENTS

Usredotočena svjesnost i mentalno zdravlje: posredujuća uloga kognitivne emocionalne regulacije

Mindfulness and Mental Health: The Mediating Role of Cognitive Emotion Regulation

Konceptualni model za istraživanje faktora koji utječu na dopiranje do glasa korisnika

Conceptual Model for Exploring the Factors which Impact Reaching the Voice of Customers

Žrtva ili počinitelj: viktimizacija obiteljskim nasiljem kao prediktor nasilnoga ponašanja maloljetnika prema članovima obitelji

Victim or Abuser: Victimation by Domestic Violence as a Predictor of Violent Behaviour of Juveniles towards Family Members

Četvrta industrijska revolucija u hrvatskom kontekstu – znanstvena fantastika ili nova razvojna paradigma?

The Fourth Industrial Revolution in the Croatian Context: Science Fiction or a New Developmental Paradigm?

Integracija izbjeglica u Hrvatskoj: kvalitativno istraživanje integracijskoga procesa i međugrupnih odnosa izbjeglica iz Sirije

Integration of Refugees in Croatia – A Qualitative Study of the Integration Process and Intergroup Relations of Refugees from Syria

Vjerodostojnost online influencera videoigara i namjera kupnje

Online Video Game Influencer's Credibility and Purchase Intention

Zašto svajpamo na Tinderu? Psihološki korelati uporabe Tindera

Why Do We Swipe on Tinder? Psychological Correlates of Tinder Use

Povezanost socijalne podrške i otpornosti osoba s invaliditetom sa zadovoljstvom životom i nadom u budućnost

The Connection between Social Support and Resilience of People with Disabilities with Life Satisfaction and Hope for the Future

747 Karol Dqbrowski

750 Velimir Veselinović

SADRŽAJ / CONTENTS

PRIKAZI / REVIEWS

Ronald Colman: What Really Counts. The Case for a Sustainable
and Equitable Economy

Marin Sopta, Vlatka Lemić i Marija Benić Penava (Ur.):
Povijest hrvatske političke emigracije u 20. stoljeću



USREDOTOČENA SVJESNOST I MENTALNO ZDRAVLJE: POSREDUJUĆA ULOGA KOGNITIVNE EMOCIONALNE REGULACIJE

Lucija LORDANIĆ

Srednja škola Obrovac, Obrovac, Hrvatska

Ivana TUCAK JUNAKOVIĆ

Odjel za psihologiju, Sveučilište u Zadru, Zadar, Hrvatska

UDK: 159.913:159.942.5

Izvorni znanstveni rad

Primljen: 26. srpnja 2021.

Povoljan utjecaj usredotočene svjesnosti (US) ili svjesnosti i prihvaćanja trenutačnog iskustva, bez prosuđivanja, na mentalno zdravlje i dobrobit dobro je potvrđen ranijim istraživanjima. Međutim, mehanizmi kojima US ostvaruje ovaj povoljni utjecaj nisu dovoljno istraženi. Cilj je provedenog istraživanja bio ispitati međuodnose US-a, strategija kognitivne emocionalne regulacije (KER) i negativnih emocionalnih stanja (depresivnosti, anksioznosti i stresa). Uz to, provjerili smo moguću medijacijsku ulogu strategija KER-a u odnosu između US-a i negativnih emocionalnih stanja. U istraživanju koje je provedeno online sudjelovalo je 365 osoba širega dobnog raspona (od 19 do 68 godina). Primjenjeni su Upitnik usredotočene svjesnosti, Upitnik kognitivne emocionalne regulacije i Skala depresivnosti, anksioznosti i stresa. Rezultati uglavnom podržavaju model djelomične medijacije, prema kojem više razine US-a, osim što izravno pridonose smanjenju simptoma depresivnosti, anksioznosti i stresa, i neizravno utječu na smanjenje simptoma ovih negativnih emocionalnih stanja češćom upotrebljom adaptivnih i manjom maladaptivnih strategija KER-a.

Ključne riječi: usredotočena svjesnost, kognitivna emocionalna regulacija, depresivnost, anksioznost, stres

✉ Lucija Lordanić, Srednja škola Obrovac, Obala hrvatskog časnika Senada Župana 17, 23450 Obrovac, Hrvatska.
E-mail: lsestan121@gmail.com

Iako vuče korijene iz budizma, usredotočena svjesnost (US; engl. *mindfulness*) u zadnje je vrijeme predmet sve većeg interesa istraživača mentalnoga zdravlja i na Zapadu. US se odnosi na svjesno usmjeravanje pažnje na trenutačno iskustvo. Pri tome pojedinac prihvata trenutačne osjete, misli, emocije i iskustva bez prosuđivanja i potrebe za reakcijom (Kabat-Zinn i sur., 1992). Dok neugodna prošla iskustva često zaokupljaju pažnju depresivnih osoba, a one anksiozne obično se brinu o onom što bi se moglo dogoditi u budućnosti, osobe s izraženom US usmjeravaju se na sadašnji trenutak i svjesne su, bez potrebe evaluiranja, prolazne prirode trenutačnih misli i emocija (Bishop i sur., 2004).

Sve je više empirijskih dokaza o povoljnem utjecaju usredotočene svjesnosti, bilo da je riječ o dispozicijskoj ili o onoj usvojenoj treningom ili meditacijom, na zdravlje i psihičku dobrobit i u kliničkim i u nekliničkim uzorcima, kao i u općoj populaciji (Brown i Ryan, 2003; Chu i sur., 2018; Crane i sur., 2017; Demarzo i sur., 2017; Tan i Martin, 2016 i dr.). Tako su mnoge studije pokazale da je US ili neke njezine komponente povezana s nižim razinama depresivnosti i/ili anksioznosti (Cash i Whittingham, 2010; Freudenthaler i sur., 2017; Hofmann i sur., 2010; Hou i sur., 2015; Mahoney i sur., 2015; Medvedev i sur., 2018; Parmentier i sur., 2019; Roemer i sur., 2009; Tran i sur., 2014), kao i manje izraženim simptomima stresa (Cash i Whittingham, 2010; Medvedev i sur., 2018). Depresivnost, anksioznost i stres imaju nesumnjivo jak negativni utjecaj na zdravlje i opću dobrobit, pri čemu su depresivnost i anksioznost najčešći psihijatrijski poremećaji među pacijentima u primarnoj zdravstvenoj zaštiti, sa subkliničkim simptomima koji u znatnoj mjeri pogadaju i opću populaciju (Parmentier i sur., 2019). Stoga je razumijevanje mehanizama kojima US može pridonijeti smanjenju ovih simptoma narušena mentalnoga zdravlja predmet sve većeg istraživačkog interesa.

Usprkos velikom broju istraživanja koja su potvrdila pozitivan utjecaj US-a na mentalno zdravlje i dobrobit – i u kliničkim uzorcima i u općoj populaciji – i dalje pitanje mehanizama i načina na koji US ostvaruje taj pozitivni utjecaj nije potpuno razjašnjeno. Tako rezultati nekih studija sugeriraju da US taj povoljni efekt ostvaruje strategijama emocionalne regulacije, strategijama koje oblikuju emocionalno iskustvo i izražavanje emocija. Emocionalna regulacija odnosi se na primjenu svjesnih i nesvjesnih, kontroliranih i automatskih strategija u svrhu povećavanja ili smanjenja intenziteta i trajanja trenutačnog ili budućeg emocionalnog iskustva (Gross, 1998). U procesu emocionalne regulacije pojedinac utječe na emocije koje doživljava, vrijeme kada ih doživljava te način na koji ih

doživljava i izražava (Gross, 1998). Pri tome je sama emocionalna regulacija povezana s raznim aspektima mentalnog zdravlja i dobrobiti tako da su njezine adaptivne strategije (pozitivno refokusiranje, refokusiranje na planiranje, pozitivna reprocjena, stavljanje u perspektivu i dr.) povezane s nižim stopama depresivnosti i anksioznosti, dok su maladaptivne strategije (npr. ruminacija, briga, samookrivljavanje, katastrofiziranje, okrivljavanje drugih) povezane s njihovim višim razinama (Aldao i sur., 2010; Garnefski i sur., 2004; Garnefski i Kraaij, 2007; Hu i sur., 2014). Osim toga, deficiti u emocionalnoj regulaciji često se primjećuju u osoba koje pate od kliničke depresije ili anksioznih poremećaja (Garnefski i Kraaij, 2006; Radkovsky i sur., 2014; Roemer i sur., 2009).

Istraživanjima je potvrđena i značajna pozitivna povezanost US-a ili nekih njezinih faceta i adaptivnih strategija emocionalne regulacije te značajna negativna povezanost s maladaptivnim strategijama emocionalne regulacije u kliničkim uzorcima (Desrosiers i sur., 2013) u osoba koje meditiraju (Tran i sur., 2014) i u općoj populaciji (Fredenthaler i sur., 2017; Iani i sur., 2019). Kako je već rečeno, rezultati sve većega broja istraživanja upućuju na to da US utječe povoljno na mentalno zdravlje uz pomoć strategija emocionalne regulacije. Pri tome je, čini se, najviše dokaza o medijacijskoj ulozi ruminacije kao maladaptivne strategije koja može posredovati u negativnom odnosu US-a i depresije (Desrosiers i sur., 2013; Jury i Jose, 2019). Postoje i dokazi o medijacijskoj ulozi ruminacije i maladaptivne strategije brige u negativnom odnosu US-a i anksioznosti (Desrosiers i sur., 2013). Parmentier i sur. (2019) u jednom su recentnom istraživanju na općoj populaciji utvrdili da četiri strategije emocionalne regulacije koje su zahvatili svojim istraživanjem (reprocjena, briga, ruminacija i supresija emocionalnog izražavanja) djeluju kao djelomični medijatori u odnosu između US-a i depresivnosti, dok sve ispitane strategije, osim supresije, djeluju kao djelomični medijatori u odnosu između US-a i anksioznosti. Pri tome je povezanost US-a i brige, ruminacije i supresije bila negativna, a povezanost US-a s reprocjenom kao adaptivnom strategijom pozitivna. Čini se da osobe s izraženim US-om uspješnije reguliraju vlastite emocije i bolje se nose s nametnutim mislima i emocijama koje su povezane s prošlošću ili očekivanjima u budućnosti zato što se uspijevaju usmjeriti na sadašnje iskustvo.

Uz medijacijsku ulogu potvrđenu prethodno spomenutim istraživanjima, neke studije pokazuju da emocionalna regulacija može djelovati i kao moderator u odnosu između negativnih afektivnih stanja, poput anksioznosti, i US-a, i to tako da veća upotreba adaptivnih strategija emocionalne regulacije (npr. kognitivne reprocjene) u osoba s umjerenim do visokim razinama anksioznosti povećava US (Malikin i sur., 2020).

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 577-596

LORDANIĆ, L., TUCAK
JUNAKOVIĆ, I.:
USREDOTOČENA...

S obzirom na ranijim istraživanjima nedovoljno razjašnjene mehanizme utjecaja US-a na mentalno zdravlje i nedovoljno istraženu ulogu emocionalne regulacije u tom odnosu, cilj je ovoga istraživanja bio ispitati međuodnose US-a, strategija kognitivne emocionalne regulacije (KER) i negativnih afektivnih stanja (depresivnosti, anksioznosti i stresa) kao negativnih indikatora mentalnoga zdravlja. Pritom valja naglasiti da su u prijašnjim istraživanjima (npr. Desrosiers i sur., 2013; Parmentier i sur., 2019) uglavnom ispitane pojedine vrste negativnih emocionalnih stanja (najčešće depresivnost i anksioznost) u relaciji s manjim brojem specifičnih strategija emocionalne regulacije (najčešće ruminacijom, brigom ili reprocjenom situacije) i/ili US-om. S druge strane, zanemarena je potencijalno važna uloga drugih strategija (kognitivne) emocionalne regulacije (npr. prihvatanja, preusmjeravanja na planiranje, samookriviljavanja, katastrofiziranja, okriviljavanje drugih) u odnosu US-a i mentalnoga zdravlja. Stoga smo ovim istraživanjem istodobno ispitali međuodnose US-a i većega broja indikatora mentalnoga zdravlja (točnije: i depresivnosti, i anksioznosti, i stresa) te većeg raspona adaptivnih i maladaptivnih strategija kognitivne emocionalne regulacije u odnosu na one zahvaćene prijašnjim istraživanjima. Dodatni je cilj ovoga istraživanja bio provjeriti moguću medijacijsku ulogu strategija KER-a u odnosu između US-a i negativnih emocionalnih stanja, odnosno ispitati kako US utječe na mentalno zdravlje, izravno i/ili neizravno – putem KER-a.

Pritom je pretpostavljeno da će usredotočena svjesnost pozitivno korelirati s adaptivnim, a negativno s maladaptivnim strategijama KER-a, te da će biti negativno povezana sa simptomima depresivnosti, anksioznosti i stresa. Očekivano je i da će adaptivne strategije KER-a korelirati negativno, a maladaptivne strategije pozitivno sa simptomima depresivnosti, anksioznosti i stresa. Nadalje, pretpostavljeno je da će KER imati djelomičnu medijacijsku ulogu u odnosu US-a i negativnih emocionalnih stanja, odnosno da će US – osim izravno – i neizravno utjecati na emocionalna stanja strategijama KER-a.

METODA

Sudionici i postupak

U istraživanju je sudjelovalo 365 osoba iz raznih dijelova Hrvatske, od čega 77 (21 %) muškaraca i 288 (79 %) žena, dobnog raspona od 19 do 68 godina ($M = 33,2$ godine; $SD = 11,35$). Većina sudionika navela je da živi u partnerskoj vezi, bilo u braku ($N = 125$; 34,25 %), bilo u nevjencanoj zajednici ($N = 56$; 15,34 %). Samaca je bilo 173 (47,4 %), razvedenih 8 (2,2 %), dok je troje sudionika (0,8 %) navelo da su udovci/udovice.

Većina sudionika bila je visoko obrazovana ($N = 157$; 43,01 %). Srednju stručnu spremu imalo je 85 sudionika (23,3 %), a višu njih 59 (16,2 %). Studenata je bilo 64 (17,5 %). Većina sudionika navela je da je zaposlena ($N = 232$; 63,56 %). Nezaposlenih je bilo 45 (12,33 %), a onih koji su u vrijeme provođenja istraživanja imali status studenta bilo je 88 (24,11 %). Postoji neslaganje u broju onih koji su se izjasnili kao studenti u odgovoru na pitanje o stupnju obrazovanja i u odgovoru na pitanje o radnom statusu zato što je među studentima bilo i onih koji su bili završeni prvostupnici.

Istraživanje je provedeno na daljinu. Manjem dijelu sudionika, koji su prethodno sudjelovali u sličnim istraživanjima ili radionicama koje su se bavile mentalnim zdravljem, poslana je molba da sudjeluju u istraživanju i poveznica na upitnik preko njihovih e-adresa. Većina sudionika dobila je pristup upitniku objavama u grupama na društvenim mrežama u siječnju i veljači 2021. godine. Sudionici su u uvodnoj uputi upoznati s ciljem istraživanja, anonimnosti prikupljenih podataka i ostalim etičkim načelima. Istraživanje je odobrilo Etičko povjerenstvo Odjela za psihologiju Sveučilišta u Zadru. U prvom dijelu upitnika prikupljeni su podaci o osnovnim socio-demografskim obilježjima, a zatim i o ključnim konstruktima – usredotočenoj svjesnosti, kognitivnoj emocionalnoj regulaciji i pokazateljima mentalnog zdravlja.

Instrumenti

Upitnik usredotočene svjesnosti (*Mindful Attention Awareness Scale* – MAAS, Brown i Ryan, 2003; adaptirana hrvatska verzija – Kalebić Jakupčević, 2014) sastoji se od 15 čestica kojima se ispituje dispozicijska US, odnosno otvorena, receptivna pažnja i svjesnost o onome što se događa u sadašnjem trenutku. Sadržaj svih čestica obrnutog je smjera u odnosu na US. Sudionici na skali Likertova tipa sa 6 stupnjeva (od 1 – gotovo uvijek, do 6 – gotovo nikad) daju samoiskaze o kognitivnom, emocionalnom i fizičkom doživljaju stvarnih svakodnevnih iskustava u sadašnjem trenutku (npr. *Obavljam poslove i zadatke automatski, a da nisam svjestan/na što radim*). Ukupan rezultat računa se kao prosjek rezultata na svih 15 čestica, pa se teoretski raspon rezultata kreće od 1 do 6. Viši rezultati upućuju na više razine dispozicijske US. Upitnik ima jednofaktorsku strukturu i visoki koeficijent unutarnje konzistencije. Cronbachov koeficijent pouzdanosti u ovom istraživanju iznosi je $\alpha = 0,88$.

Upitnik kognitivne emocionalne regulacije (*Cognitive Emotion Regulation Questionnaire* – CERQ, Garnefski i sur., 2002; adaptirana hrvatska verzija Soldo i Vulić-Prtorić, 2018) multidimenzionalni je upitnik koji ispituje svjesne kognitivne (za razliku od ponašajnih) strategije emocionalne regulacije koje

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 577-596

LORDANIĆ, L., TUCAK
JUNAKOVIĆ, I.:
USREDOTOČENA...

osoba rabi nakon suočavanja s nekim neugodnim ili stresnim događajem. Sadrži 9 podskala sa 4 čestice (ukupno 36 čestica), pri čemu pet podskala ispituje adaptivne strategije: prihvaćanje, pozitivno refokusiranje, preusmjeravanje na planiranje, pozitivnu reprocjenu i stavljanje u perspektivu. *Prihvaćanje* se odnosi na prihvaćanje doživljenog iskustva (npr. *Misljam da moram prihvati to što se dogodilo*). *Pozitivno refokusiranje* predstavlja razmišljanje o ugodnim umjesto stvarnim događajima (npr. *Umjesto o tom događaju, razmišljam o lješim stvarima*). *Preusmjeravanje na planiranje* označuje razmišljanje o koracima koje treba poduzeti pri suočavanju s negativnim događajima (npr. *Razmišljam o tome što je najbolje učiniti*). *Pozitivna reprocjena* podrazumijeva razmišljanje o stvaranju pozitivnoga značenja određenoga događaja (npr. *Misljam da mogu postati snažnija osoba nakon toga što se dogodilo*). *Stavljanje u perspektivu* odnosi se na smanjivanje ozbiljnosti nekoga događaja u usporedbi s drugima (npr. *Misljam da to i nije bilo tako strašno u odnosu na druge stvari*). Četiri podskale zahvaćaju maladaptivne strategije KER-a: samookriviljavanje, ruminaciju, katastrofiziranje i okriviljavanje drugih. *Samookriviljavanje* podrazumijeva okriviljavanje sebe za doživljen negativni događaj (npr. *Razmišljam o vlastitim pogreškama u toj situaciji*). *Ruminacija* se odnosi na neprestano razmišljanje o osjećajima i mislima koji se javljaju pri doživljavanju negativnih događaja (npr. *Zaokupljen/a sam time što mislim i osjećam u vezi toga što se dogodilo*). *Katastrofiziranje* podrazumijeva naglašavanje kako je doživljeni događaj užasan (npr. *Često mislim kako je ono što ja doživljavam gore od onoga što doživljavaju drugi ljudi*). *Okriviljavanje drugih* označuje okriviljavanje okoline ili drugih ljudi za ono što se dogodilo (npr. *Misljam da druge ljudi treba kriviti za to*). Sudionici uz pomoć skale Likertova tipa sa 5 stupnjeva (od 1 – nikada, do 5 – uvijek) procjenjuju koliko se pojedina čestica odnosi na njih. Ukupan rezultat na pojedinoj podskali računa se kao zbroj rezultata na četiri pripadajuće čestice. Teoretski raspon rezultata na pojedinim skalama kreće se od 4 do 20, pri čemu viši rezultat na pojedinoj podskali označuje češću uporabu određene strategije. Slično kao i u prijašnjim istraživanjima (npr. Garnefski i Kraaij, 2006), i u ovom su istraživanju Cronbachovi koeficijenti pouzdanosti bili zadovoljavajući. Kretali su se između 0,65 za prihvaćanje i 0,92 za pozitivno refokusiranje.

Skala depresivnosti, anksioznosti i stresa (*Depression, Anxiety and Stress Scale – DASS-21*, Lovibond i Lovibond, 1995; adaptirana hrvatska verzija Ivezić i sur., 2012) sadrži 3 podskale sa 7 čestica – ukupno 21 česticu, koje ispituju zastupljenost simptoma depresivnosti, anksioznosti i stresa. Sudionici izvješćuju o svojem raspoloženju u proteklih tjedan dana na skali Likertova tipa sa četiri stupnja, od 0 (uopće se ne odnosi

na mene) do 3 (u potpunosti se odnosi na mene). DASS-21 skraćena je verzija izvorne skale DASS-42 (Lovibond i Lovibond, 1995). Ukupan rezultat na pojedinoj podskali računa se kao zbroj rezultata na pripadajućih sedam čestica, tako da teoretski raspon rezultata na pojedinoj podskali iznosi od 0 do 21. Viši rezultati na pojedinoj podskali označuju višu razinu depresivnosti, anksioznosti, odnosno stresa. Lovibond i Lovibond (1995) naveli su kriterije za određivanje težine depresivnosti, anksioznosti i stresa, pri čemu su kriteriji za blage simptome rezultati od 10 do 13 za depresivnost, od 8 do 9 za anksioznost i od 15 do 18 za stres na DASS-42 skali. Rezultati na skraćenoj DASS-21 skali mogu se usporediti s rezultatima izvorne skale množenjem dobivenih rezultata sa 2. Podskala depresivnosti procjenjuje disforiju, beznađe, samoponižavanje, manjak interesa i uključenosti. Podskala anksioznosti procjenjuje pobuđenost autonomnog živčanog sustava, situacijsku anksioznost te subjektivno iskustvo anksioznog raspoloženja. Podskala stresa procjenjuje poteškoće u opuštanju, osjećaj uz nemirenosti, iritabilnosti, nestrpljivosti i sl. Podskale pokazuju visoku pouzdanost. U ovom istraživanju Cronbachovi alfa-koeficijenti iznosili su redom za podskale depresivnosti, anksioznosti i stresa 0,89, 0,85 i 0,89.

REZULTATI

Prije analiza koje su provedene kako bi se dobili odgovori na postavljane probleme, u Tablici 1 prikazani su osnovni deskriptivni parametri ispitanih varijabli.

	M	SD	Postignuti raspon	α	SI	KI	K-S
Usredotočena svjesnost	3,66	0,76	1,40-5,33	0,88	-0,16	-0,15	0,04
Prihvaćanje	14,32	2,39	4-20	0,65	-0,56	1,69	0,14*
Pozitivno refokusiranje	11,99	3,40	4-20	0,92	-0,16	-0,21	0,15*
Preusmjerenje na planiranje	15,59	2,43	4-20	0,79	-0,44	1,17	0,12*
Pozitivna reprocijena	14,78	3,10	4-20	0,83	-0,32	-0,06	0,07
Stavljanje u perspektivu	14,55	2,85	4-20	0,78	-0,39	0,62	0,09*
Samookrivljavanje	12,81	2,84	4-20	0,79	-0,35	0,46	0,09*
Ruminacija	14,03	2,78	4-20	0,73	-0,42	0,28	0,11*
Katastrofiziranje	9,95	3,11	4-20	0,79	0,28	-0,14	0,09*
Okrivljavanje drugih	9,03	2,71	4-16	0,80	0,06	-0,51	0,09*
Depresivnost	5,63	4,92	0-21	0,89	1,10	0,49	0,17*
Anksioznost	4,48	4,29	0-21	0,85	1,18	0,83	0,16*
Stres	7,79	4,84	0-21	0,89	0,73	0,12	0,12*

TABLICA 1
Osnovni deskriptivni parametri ispitivanih varijabli ($N = 365$)

* $p < 0,01$

Legenda: M – aritmetička sredina; SD – standardna devijacija; α – Cronbachov koeficijent pouzdanosti, SI – indeks asimetričnosti; KI – indeks sploštenosti; K-S – Kolmogorov-Smirnovljev test normalnosti distribucije

Kolmogorov-Smirnovljev test normalnosti distribucije pokazao je kako distribucije rezultata na svim mjerama, osim US-a i pozitivne reprocjene, značajno odstupaju od normalne. Međutim, kako vrijednosti indeksa asimetričnosti i sploštenosti nisu ekstremne prema kriterijima koje navodi Kline (2011), upotreba parametrijske statistike može se smatrati opravdnom. Iz Tablice 1 vidi se da se rezultati na mjeri US-a kreću oko teoretskoga prosjeka na skali. Rezultati na mjerama adaptivnih strategija KER-a pomaknuti su prema višim vrijednostima (osim za pozitivno refokusiranje, gdje se kreću oko teoretskoga prosjeka). U pogledu maladaptivnih strategija, prosječna vrijednost rezultata na ruminaciji pomaknuta je prema višim vrijednostima, na samookriviljavanju je oko teoretskoga prosjeka, dok je na katastrofiziranju i okriviljavanju drugih pomaknuta prema nižim vrijednostima. Sudionici istraživanja pokazuju u prosjeku blage simptome depresivnosti, anksioznosti i stresa, prema kriterijima koje navode Lovibond i Lovibond (1995).

Kako bi se ostvario prvi cilj istraživanja, tj. kako bi se isptali međuodnosi US-a, strategija KER-a i negativnih emocionalnih stanja (depresivnosti, anksioznosti i stresa), izračunani su Pearsonovi koeficijenti korelacije među ovim konstruktima. U Tablici 2 prikazane su povezanosti svih ispitanih konstrukata, uključujući i sociodemografske značajke spol i dob.

Utvrđene su niske pozitivne korelacije US-a s adaptivnim strategijama preusmjeravanja na planiranje i pozitivnom reprocjenom. Nadalje, utvrđena je značajna umjerena i negativna korelacija US-a i katastrofiziranja te značajne niske i negativne korelacijske US-a sa samookriviljavanjem i ruminacijom. US je značajno negativno korelirao s depresivnošću, anksioznosću i stresom, pri čemu su te korelacijske bile umjereno visoke. Dakle, sudionici koji su izvještavali o višim razinama US-a iskazivali su niže razine simptoma depresivnosti, anksioznosti i stresa.

Nadalje, utvrđene su statistički značajne i niske do umjerenе negativne korelacijske većine adaptivnih strategija KER-a s depresivnosti, anksioznosti i stresom. S druge strane, korelacijske maladaptivnih strategija s ovih negativnih pokazateљa mentalnoga zdравljja bile su uglavnom značajne te pozitivne i umjereno visoke. Dakle, veća upotreba adaptivnih, a manja upotreba maladaptivnih strategija bila je povezana s nižim razinama depresivnosti, anksioznosti i stresa. Jedino strategije prihvaćanja i okriviljavanja drugih nisu bile značajno povezane ni s jednim od navedenih pokazatelja mentalnoga zdравljja.

U pogledu povezanosti spola i dobi s ispitanim konstruktima, vidi se da su žene sklonije primjeni maladaptivnih strategija ruminacije i katastrofiziranja te da s dobi raste upo-

treba pozitivnog refokusiranja, kao adaptivne strategije, dok opada upotreba adaptivne strategije prihvaćanja, a raste upotreba okrivljavanja drugih kao maladaptivne strategije KER-a. Utvrđene su i niske negativne korelacije dobi s anksioznosti i stresom, upućujući na njihovo opadanje s dobi.

➲ TABLICA 2
Pearsonovi koeficijenti
povezanosti svih
ispitanih varijabli
(N = 365)

	US	PRIH	PREF	PLAN	PREP	SUP	SO	RUM	KAT	OKD	DEP	ANKS	STRES
US	-												
PRIH	0,01	-											
PREF	0,09	0,07	-										
PLAN	0,21**	0,29**	0,30**	-									
PREP	0,20**	0,33**	0,46**	0,61**	-								
SUP	0,09	0,33**	0,38**	0,46**	0,71**	-							
SO	-0,19**	0,34**	-0,27**	0,06	-0,06	-0,02	-						
RUM	-0,16**	0,21**	-0,28**	0,16**	-0,05	-0,06	0,45**	-					
KAT	-0,38**	0,01	-0,13	-0,14**	-0,34**	-0,28**	-0,30**	0,44**	-				
OKD	-0,06	0,04	-0,06	0,04	-0,08	-0,11	0,15**	0,21**	0,29**	-			
DEP	-0,44**	0,01	-0,26**	-0,23**	-0,35**	-0,22**	0,37**	0,34**	0,43**	0,12	-		
ANKS	-0,43**	0,02	-0,25**	-0,20**	-0,28**	-0,13	0,29**	0,34**	0,39**	-0,01	0,66**	-	
STRES	-0,44**	0,01	-0,25**	-0,19**	-0,32**	-0,19**	0,34**	0,40**	0,46**	0,09	0,75**	0,74**	-
spol ^a	-0,08	-0,03	0,01	0,08	-0,02	0,01	-0,03	0,10*	0,03	0,01	0,09	0,08	
dob	0,02	-0,11*	0,22**	0,01	0,02	0,00	-0,08	-0,10	0,04	0,16**	-0,09	-0,10*	-0,12*

*p < 0,05, **p < 0,01

^a1 = muški, 2 = ženski

Legenda: US – usredotočena svjesnost; PRIH – prihvaćanje; PREF – pozitivno refokusiranje; PLAN – preusmjeravanje na planiranje; PREP – pozitivna reprocijena; SUP – stavljanje u perspektivu; SO – samookrivljavanje; RUM – ruminacija; KAT – katastrofiziranje; OKD – okrivljavanje drugih; DEP – depresivnost; ANKS – anksioznost; STRES – stres.

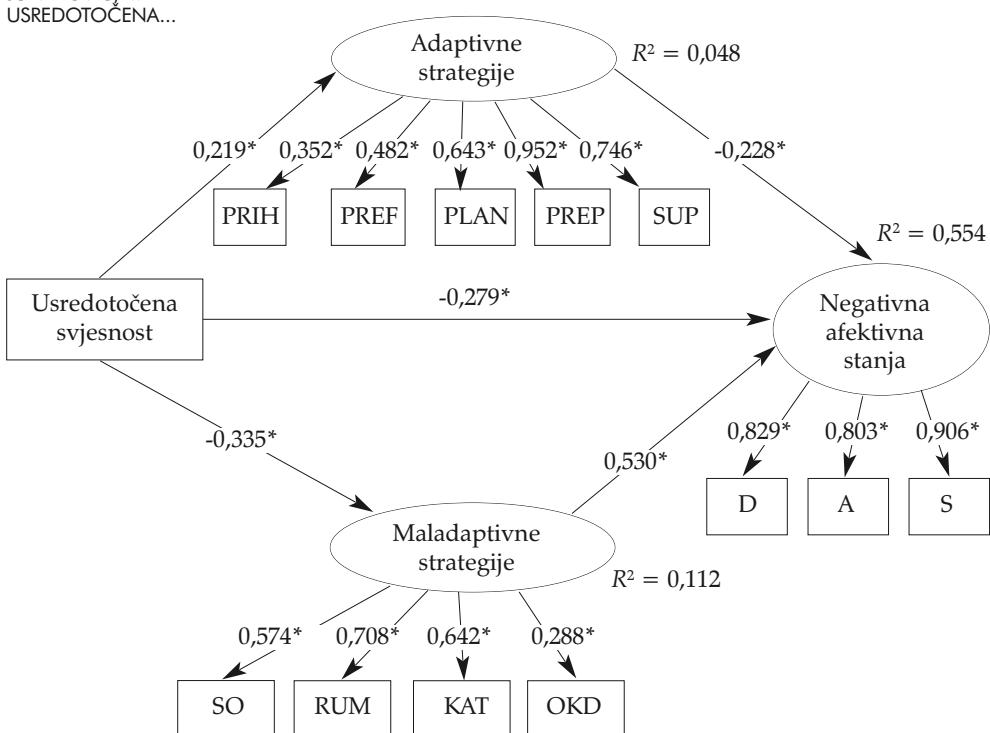
Kako bi se ostvario drugi istraživački cilj, odnosno kako bi se ispitala moguća posredujuća uloga KER-a u odnosu između US-a i negativnih emocionalnih stanja, primijenjena je tehnika linearnoga strukturalnog modeliranja (SEM) u programu Mplus 6.0 (Muthén i Muthén, 2014). Testirana su dva modela, potpune i djelomične medijacije, pri čemu je upotrijebljena metoda maksimalne vjerojatnosti (eng. *Maximum likelihood*) procjene parametara. Stupanj slaganja modela s podatcima procijenjen je prema sljedećim indeksima slaganja: χ^2 test, CFI (eng. *Comparative fit index*), TLI (eng. *Tucker-Lewis index*), RMSEA (eng. *Root-mean-square error of approximation*) i SRMR (eng. *Standardized root-mean residual*). Vrijednosti CFI i TLI veće od 0,95, a RMSEA i SRMR manje od 0,06 upućuju na izvrsno slaganje, a vrijednosti CFI i TLI veće od 0,90 te RMSEA i SRMR manje od 0,10 upućuju na dobro slaganje modela s podatcima. Statistički značajan χ^2 test ili χ^2/df manji od 3 upućuje na dobro slaganje modela (Hu i Bentler, 1999). Model potpune medijacije u kontekstu ovoga istraživanja prepostavljao bi da US djeluje na pokazatelje mentalnoga zdravlja isključivo preko adaptivnih i maladaptivnih strategija KER-a. Model djelomične medijacije prepostavljao bi da US, osim što djeluje na negativna emocionalna stanja preko upotrebe adaptivnih i maladaptivnih strategija KER-a, i izravno utječe na depresivnost, anksioznost i stres.

Varijabla US uvedena je u model kao manifestna varijabla, dok su negativna afektivna stanja i adaptivne i maladaptivne strategije KER-a uvedene kao latentne varijable. Ukupni rezultati na podskalama depresivnosti, anksioznosti i stresa uzeti su kao indikatori latentne varijable negativna afektivna stanja, dok su rezultati na pripadajućim podskalama strategija KER-a tretirani kao indikatori latentnih varijabli adaptivne i maladaptivne strategije.

Prilikom testiranja modela potpune medijacije pokazalo se da RMSEA i SRMR indeksi upućuju na dobro pristajanje modela podatcima, a χ^2 test, CFI i TLI indeksi na njegovo loše pristajanje (Tablica 3). Uvidom u indekse slaganja modela djelomične medijacije (Tablica 3) utvrđeno je da on prema nekim indeksima (RMSEA, SRMR, χ^2/df) pokazuje dobro slaganje modela s podatcima, dok prema CFI i TLI indeksima ne pristaje dobro podatcima.

Nadalje, kako bi se utvrdilo koji od dva modela bolje pristaje podatcima, uspoređeni su njihovi indeksi pristajanja, koji su bili gotovo identični za oba modela. Međutim, uvođenje direktnoga puta od US-a do negativnih emocionalnih stanja dovelo je do manjega porasta TLI i pada omjera hi-kvadrata i stupnjeva slobode. Kako bi se ispitalo je li ta razlika u pristajanju dvaju modela podatcima statistički značajna, izračunan je χ^2 test razlike, koji je iznosio 25,37, te se uz $df = 1$ pokazao

statistički značajnim ($p < 0,01$). Dakle, može se zaključiti da model djelomične medijacije, prikazan na Slici 1, ipak bolje pristaje podatcima u odnosu na model potpune medijacije.



SLIKA 1
Model djelomične medijacije kognitivne emocijonalne regulacije u odnosu između usredotočene svjesnosti i negativnih afektivnih stanja

Legenda: PRIH – prihvatanje; PREF – pozitivno refokusiranje; PLAN – preusmjerenje na planiranje; PREP – pozitivna reproducija; SUP – stavljanje u perspektivu; SO – samookriviljavajuće mišljenje; RUM – ruminacija; KAT – katastrofiziranje; OKD – okrivljavanje drugih; D – depresija; A – anksioznost; S – stres.

Indeksi slaganja	Testirani modeli	
	Model potpune medijacije	Model djelomične medijacije
χ^2	965,65	940,28
df	320	319
χ^2/df	3,02	2,95
CFI	0,84	0,84
TLI	0,82	0,83
RMSEA	0,07	0,07
(90 % C.I.)	0,069 – 0,080	0,068 – 0,078
SRMR	0,08	0,08

TABLICA 3
Prikaz indeksa slaganja modela potpune i djelomične medijacije

Završno, ispitana je značajnost indirektnih efekata US-a preko adaptivnih i maladaptivnih strategija KER-a na nega-

➲ TABLICA 4
Prikaz veličine i statističke značajnosti indirektnih efekata

tivna afektivna stanja. Statistička značajnost indirektnih efekata utvrđena je provjeravanjem uključuju li granice pouzdanosti nulu.

Indirektni efekti	Standardizirana procjena indirektnog efekta	Granice pouzdanosti (95 % C.I.)
Usredotočena svjesnost		
↓		
Adaptivne strategije KER-a		
↓		
Negativna emocionalna stanja	-0,05	-0,129 do -0,002
Usredotočena svjesnost		
↓		
Maladaptivne strategije KER-a		
↓		
Negativna emocionalna stanja	-0,18	-0,405 do -0,154

Iz Tablice 4 vidi se da granice pouzdanosti ne zahvaćaju nulu. Prema tome, može se zaključiti da su indirektni efekti statistički značajni. Drugim riječima, više razine US-a pridonose manje izraženim negativnim emocionalnim stanjima većom upotreboru adaptivnih, a manjom maladaptivnih strategija KER-a.

Zaključno se može reći, kao što se vidi iz Slike 1, da US ima izravan i neizravan učinak na mentalno zdravlje. Više razine US-a izravno pridonose manjim razinama depresivnosti, anksioznosti i stresa. Uz to, više razine US-a potiču primjenu adaptivnih strategija KER-a te smanjuju upotrebu onih maladaptivnih, čime dolazi do smanjenja izraženosti simptoma depresivnosti, anksioznosti i stresa.

RASPRAVA

Na uzorku osoba širega dobnog raspona iz opće populacije provedeno je istraživanje s ciljem ispitivanja međuodnosa usredotočene svjesnosti, kognitivne emocionalne regulacije i simptoma depresivnosti, anksioznosti i stresa – kao indikatora mentalnog zdravlja. Uz to, provjerena je i moguća medijacijska uloga adaptivnih i maladaptivnih strategija KER-a u odnosu između US-a i ispitanih negativnih emocionalnih stanja. U prosjeku gledano, sudionici su pokazali umjerenu razinu dispozicijske US, dok su njihovi rezultati na depresivnosti, anksioznosti i stresu bili pomaknuti prema nižim vrijednostima i upućivali su na blagu izraženost simptoma ovih negativnih emocionalnih stanja, što je i očekivano kod nekliničkih uzoraka. Više su se služili adaptivnim u odnosu na maladaptivnim strategijama KER-a, što je također očekivano u uzorcima iz opće

populacije. Jedina su iznimka blago iznadprosječni rezultati na ruminaciji, koji upućuju na, u prosjeku gledano, nešto izraženiju sklonost sudionika da neprekidno razmišljaju o osjećajima i mislima koje su vezane uz prijašnje negativne događaje.

U skladu s očekivanjima, pokazalo se da je usredotočena svjesnost negativno povezana s većinom maladaptivnih strategija KER-a, dok je s pozitivnim strategijama bila ili značajno pozitivno (s preusmjeravanjem na planiranje i pozitivnom reprocjenom) ili neznačajno (s prihvaćanjem, pozitivnim refokusiranjem i stavljanjem u perspektivu) povezana. Ovi su rezultati uglavnom u skladu s rezultatima prijašnjih istraživanja, koji upućuju na pozitivnu vezu US-a ili nekih njezinih komponenti i raznih adaptivnih strategija emocionalne regulacije te značajnu negativnu povezanost s maladaptivnim strategijama i u kliničkim uzorcima i u općoj populaciji (Brown i sur., 2007; Desrosiers i sur., 2013; Fredenthaler i sur., 2017; Iani i sur., 2019; Stevenson i sur., 2019; Tran i sur., 2014). US vjerojatno potiče upotrebu adaptivnih, a smanjuje upotrebu maladaptivnih strategija KER-a. US smanjuje pretjeranu (npr. kod ruminacije) ili nedovoljnu (npr. kod izbjegavanja) emocionalnu uključenost i potiče zdravu i adaptivnu uključenost u svakodnevno iskustvo, što omogućuje funkcionalno korištenje emocionalnih odgovora (Hayes i Feldman, 2004). Više usredotočeno svjesne osobe pokazuju manju impulzivnost i veću svjesnost u odbiru emocionalnih i ponašajnih odgovora koji su u skladu s njihovim potrebama i ciljevima (Brown i Ryan, 2003). US je, po mišljenju nekih (npr. Bishop i sur., 2004), oblik mentalnoga treninga koji olakšava samoregulaciju pažnje i unaprjeđuje kognitivnu fleksibilnost, poboljšavajući time i izvršne funkcije.

Međutim, iznenađuje neznačajna povezanost US-a i nekih adaptivnih strategija KER-a u uzorku ovoga istraživanja, posebno strategije prihvaćanja, koja se odnosi na prihvaćanje negativnih događaja koji su se dogodili i na koje ne možemo utjecati. Naime, prihvaćanje (trenutačnog iskustva) sržna je komponenta US-a koja bi trebala biti povezana s prihvaćanjem kao strategijom KER-a. Mogući razlog ovoga neočekivanog rezultata jesu i nešto lošija psihometrijska svojstva skale prihvaćanja u odnosu na ostale skale CERQ upitnika. US je bila najuže (negativno) povezana sa strategijom katastrofiziranja, odnosno pretjeranoga naglašavanja katastrofičnosti situacije, što i jest u suprotnosti s prirodom US-a koja se odnosi na prihvaćanje trenutačnog iskustva bez potrebe reagiranja i protuđivanja. Ova je strategija bila i u najvišim korelacijama s ispitanim negativnim emocionalnim stanjima, sugerirajući ne povoljne posljedice ovakva katastrofičnoga pristupanja događajima za mentalno zdravlje.

U skladu s očekivanjima i rezultatima prijašnjih istraživanja (Cash i Whittingham, 2010; Fredenthaler i sur., 2017; Hofmann i sur., 2010; Hou i sur., 2015; Mahoney i sur., 2015;

Medvedev i sur., 2018; Parmentier i sur., 2019; Roemer i sur., 2009; Tran i sur., 2014), pokazalo se da je i u uzorku ovoga istraživanja US bila značajno negativno povezana s depresivnosti, anksioznosti i stresom. Osobe koje su imale razvijeniju osobinu US-a izvještavale su o nižim razinama ovih negativnih simptoma.

Očekivano, rezultati ovoga istraživanja pokazali su da je primjena adaptivnih strategija KER-a uglavnom značajno povezana s nižim, a maladaptivnih strategija s višim razinama depresivnosti, anksioznosti i stresa. To je još jedan dokaz u prilog povezanosti emocionalne regulacije i raznih aspekata mentalnoga zdravlja i dobrobiti koja je potvrđena i u mnogim prijašnjim istraživanjima (Aldao i sur., 2010; Garnefski i sur., 2004; Garnefski i Kraaij, 2007; Hu i sur., 2014). Osobe koje rabe maladaptivne strategije KER-a, poput ruminacije ili katastrofiziranja, postaju ranjivije na razvoj emocionalnih poteškoća kao reakcije na stresne događaje, dok upotreba adaptivnih strategija, poput pozitivnog refokusiranja, pozitivne reprokcije, stavljanja u perspektivu ili planiranja, omogućuje pojedincu lakše toleriranje i nošenje s negativnim životnim događajima (Garnefski i sur., 2002; Garnefski i Kraaij, 2006).

Iako spolne i dobne razlike nisu bile u žarištu interesa ovoga rada, valja spomenuti da se u skladu s mnogim prijašnjim istraživanjima (npr. Garnefski i sur., 2004) i u ovome pokazalo da su žene sklonije ruminaciji i katastrofiziranju. Nadalje, pokazalo se da s dobi blago opadaju simptomi anksioznosti i stresa, što se podudara sa zaključcima da su starije osobe manje emocionalno reaktivne i da pokazuju manje negativnih afekata u odnosu na mlade odrasle osobe (Thomsen i sur., 2005).

Drugi istraživački cilj bio je ispitati moguću posredujuću ulogu strategija KER-a u odnosu između US-a i negativnih emocionalnih stanja. Testiranjem modela potpune i djelomične medijacije pokazalo se da oba modela pokazuju prihvatljivo pristajanje podatcima prema određenim indeksima slaganja, ali da model djelomične medijacije pokazuje nešto bolje pristajanje. Dakle, US izravno utječe na smanjenje simptoma depresivnosti, anksioznosti i stresa usmjeravanjem na sadašnji trenutak. Osim toga, US i posredno, češćom upotrebom adaptivnih i rjeđom upotrebom maladaptivnih strategija KER-a, utječe na smanjenje simptoma ovih negativnih afektivnih stanja. I neka prijašnja istraživanja upozoravaju na medijacijsku ulogu pojedinih strategija emocionalne regulacije u odnosu između US-a i depresivnosti, anksioznosti i/ili stresa (Desrosiers i sur., 2013; Freudenthaler i sur., 2017; Parmentier i sur., 2019). US omogućuje osobi "biti u trenutku", odnosno zamijeniti ruminirajuće misli o prošlim događajima, koje su često u osnovi depresivnosti, te brigu o budućim događajima, koja je glavno obilježje anksioznosti, usmjeravanjem pažnje

na trenutačna iskustva, osjećaje i misli. Time se smanjuje intenzitet negativnih emocionalnih stanja, poput depresivnosti, anksioznosti i stresa, te velikim dijelom i objašnjava povoljan utjecaj US-a na mentalno zdravlje. Moguće je i da više razine US-a, potičući svjesno usmjeravanje pažnje na sadašnji trenutak, i to bez potrebe procjenjivanja i reagiranja, povećavaju toleranciju na negativne emocije koje se ne promatraju kao prijeteće nego kao prolazne, što smanjuje naviku reagiranja na njih te rezultira poboljšanjem psihičke dobrobiti. Uz to, osobe koje imaju izraženu US imaju razvijenu sposobnost prepoznavanja i otklanjanja onih stanja uma koja potiču samoodržavajuće obrasce negativnih misli u potencijalno stresnim situacijama (Segal i sur., 2019), poput ruminacije, kojoj često pribjegavaju depresivne osobe. Stoga kroz trening US-a depresivne osobe uče opažati i prihvati svoja iskustva s određene emocionalne udaljenosti, čime povećavaju kapacitet za odgovarajuće emocionalno reagiranje i upotrebu adaptivnijih strategija suočavanja (Bishop i sur., 2004). Trening US-a upravo pokušava ograničiti potrebu upravljanja emocijama kroz njihovu evaluaciju, pokušavajući usmjeriti pažnju osobe na iskustvo sadašnjega trenutka. Ako pojedinac samo osještava svoje trenutačne negativne emocije, umjesto da ih promatra kao problem kojemu treba rješenje, može smanjiti njihov negativan učinak. Nakon recentnoga sustavnog pregleda istraživanja koja su se bavila odnosom dispozicijske US i mentalnoga zdravlja u nekliničkim uzorcima, Tomlinson i sur. (2018) zaključuju da je dispozicijska US pozitivno povezana s raznim pokazateljima mentalnoga zdravlja, a negativno sa širokim spektrom psihopatoloških simptoma. Na tragu rezultata ovoga istraživanja, autori navode da studije sugeriraju kako su kognitivni procesi u pozadini mogući medijatori u ovom odnosu, i to tako da US štiti od sklonosti upotrebe disfunkcionalnih obrazaca mišljenja, poput ruminacije, te da potiče zdrave kognitivne procese i adaptivne strategije emocionalne regulacije.

Provedeno istraživanje ima i nekoliko ograničenja. Glavno se odnosi na malu zastupljenost muških sudionika i online metodu prikupljanja podataka, uz koju se veže manja kontrola i moguća pristranost uzorka. Osim toga, uzorak je vjerojatno selezioniran zbog mogućnosti da je većinski uključio one osobe koje su posebno zainteresirane za teme mentalnoga zdravlja, što je moglo utjecati na rezultate. Nadalje, istraživanje je provedeno u vrijeme drugog vala pandemije COVID-19, što je također moglo utjecati na dobivene rezultate. Iako rezultati sugeriraju da su u istraživanju sudjelovali, u prosjeku gledano, mentalno zdravi i dobro prilagođeni pojedinci, ne može se isključiti mogućnost da su okolnosti vezane uz pandemiju COVID-19 i ondašnje preporuke Stožera civilne zaštite Republike Hrvatske koje su se odnosile na uvođenje raznih

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 577-596

LORDANIĆ, L., TUCAK
JUNAKOVIĆ, I.:
USREDOTOČENA...

preventivnih mjera i ograničenja socijalnoga kontakta nepovoljno utjecale na doživljavanje i regulaciju emocija s kojima su se sudionici suočavali te na izraženost simptoma depresivnosti, anksioznosti i stresa kao posljedice promijenjenih životnih okolnosti. Iako rezultati na mjerama depresivnosti, anksioznosti i stresa na to upućuju, ne možemo biti sasvim sigurni da je riječ o potpuno nekliničkom uzorku, jer nisu prikupljeni podaci o eventualnim postojećim ili ranijim psihijatrijskim dijagnozama. Nadalje, provjereni strukturalni modeli, iako zasnovani na teorijski utemeljenim pretpostavkama o odnosima među ispitanim konstruktima, ipak počivaju na korelačijskim podatcima prikupljenima u jednoj točki mjerenja. Stoga se ne može isključiti mogućnost i drugačijih odnosa, primjerice, da negativna emocionalna stanja utječu na sklonost upotrebi određenih strategija KER-a ili da te strategije utječu na US. Ne može se isključiti ni mogućnost davanja socijalno poželjnih odgovora, koja nije statistički kontrolirana, a mogla je povećati korelacije među ispitanim konstruktima.

Kao glavnu snagu provedenog istraživanja valja spomenuti da su njime zahvaćeni svi ispitani konstrukti i odnosi među njima odjednom, i to u uzorku širega dobnog raspona, dok su u prijašnjim istraživanjima uglavnom zahvaćane pojedine vrste simptoma (najčešće depresivnosti i anksioznosti) u relaciji s nekim specifičnim strategijama emocionalne regulacije (najčešće ruminacijom, brigom ili reprocjenom situacije) i/ili US-om. Stoga se odnosi među konstruktima ispitanim ovim istraživanjem mogu analizirati i na specifičnijoj razini, ovisno o istraživačkim ciljevima. Primjerice, mogla se ispitati i medijacijska uloga specifičnih strategija KER-a u odnosu između US-a i zasebno depresivnosti, anksioznosti ili stresa.

Usprkos navedenim ograničenjima, možemo zaključiti da rezultati provedenoga istraživanja upućuju na to da dispozicijska US (vjerojatno i ona usvojena meditacijom ili drugim oblicima treninga) može poboljšati mentalno zdravlje i dobrobit, izravno smanjujući simptome depresivnosti, anksioznosti i stresa, a neizravno i zdravom emocionalnom regulacijom. Ovi rezultati imaju i svoju praktičnu primjenu, sugerirajući moguću važnu ulogu raznih intervencija i treninga u svrhu razvijanja US-a i adaptivnih strategija emocionalne regulacije unutar preventivnih i interventnih programa usmjerenih poboljšanju mentalnoga zdravlja opće populacije.

LITERATURA

- Aldao, A., Nolen-Hoeksema, S. i Schweizer, S. (2010). Emotion-regulation strategies across psychopathology: A meta-analytic review. *Clinical Psychology Review*, 30(2), 217–237. <https://doi.org/10.1016/j.cpr.2009.11.004>
- Bishop, S. R., Lau, M., Shapiro, S., Carlson, L., Anderson, N. D., Carmody, J., Segal, Z. V., Abbey, S., Speca, M., Velting, D. i Devins, G. (2004).

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 577-596

LORDANIĆ, L., TUCAK
JUNAKOVIĆ, I.:
USREDOTOCENA...

- Mindfulness: A proposed operational definition. *Clinical Psychology: Science and Practice*, 11(3), 230–241. <https://doi.org/10.1093/clipsy.bph077>
- Brown, K. W. i Ryan, R. M. (2003). The benefits of being present: Mindfulness and its role in psychological well-being. *Journal of Personality and Social Psychology*, 84(4), 822–848. <https://doi.org/10.1037/0022-3514.84.4.822>
- Brown, K. W., Ryan, R. M. i Creswell, J. D. (2007). Mindfulness: Theoretical foundations and evidence for its salutary effects. *Psychological Inquiry*, 18(4), 211–237. <https://doi.org/10.1080/10478400701598298>
- Cash, M. i Whittingham, K. (2010). What facets of mindfulness contribute to psychological well-being and depressive, anxious, and stress-related symptomatology? *Mindfulness*, 1, 177–182. <https://doi.org/10.1007/s12671-010-0023-4>
- Chu, C. S., Stubbs, B., Chen, T. Y., Tang, C. H., Li, D. J., Yang, W. C., Wu, C. K., Carvalho, A. F., Vieta, E., Miklowitz, D. J., Tseng, P. T. i Lin, P. Y. (2018). The effectiveness of adjunct mindfulness-based intervention in treatment of bipolar disorder: A systematic review and meta-analysis. *Journal of Affective Disorders*, 1(225), 234–245. <https://doi.org/10.1016/j.jad.2017.08.025>
- Crane, R. S., Brewer, J., Feldman, C., Kabat-Zinn, J., Santorelli, S., Williams, J. M. i Kuyken, W. (2017). What defines mindfulness-based programs? The warp and the weft. *Psychological Medicine*, 47(6), 990–999. <https://doi.org/10.1017/S0033291716003317>
- Demarzo, M., Montero-Marin, J., Puebla-Guedea, M., Navarro-Gil, M., Herrera-Mercadal, P., Moreno-González, S., Calvo-Carrión, S., Bafaluy-Franch, L. i Garcia-Campayo, J. (2017). Efficacy of 8- and 4-session mindfulness-based interventions in a non-clinical population: A controlled study. *Frontiers in Psychology*, 8(8), 1343. <https://doi.org/10.3389/fpsyg.2017.01343>
- Desrosiers, A., Vine, V., Klemanski, D. H. i Nolen-Hoeksema, S. (2013). Mindfulness and emotion regulation in depression and anxiety: Common and distinct mechanisms of action. *Depression and Anxiety*, 30(7), 654–661. <https://doi.org/10.1002/da.22124>
- Freudenthaler, L., Turba, J. D. i Tran, U. S. (2017). Emotion regulation mediates the associations of mindfulness on symptoms of depression and anxiety in the general population. *Mindfulness*, 8, 1339–1344. <https://doi.org/10.1007/s12671-017-0709-y>
- Garnefski, N. i Kraaij, V. (2006). Relationships between cognitive emotion regulation strategies and depressive symptoms: A comparative study of five specific samples. *Personality and Individual Differences*, 40(8), 1659–1669. <https://doi.org/10.1016/j.paid.2005.12.009>
- Garnefski, N. i Kraaij, V. (2007). The cognitive emotion regulation questionnaire: Psychometric features and prospective relationships with depression and anxiety in adults. *European Journal of Psychological Assessment*, 23(3), 141–149. <https://doi.org/10.1027/1015-5759.23.3.141>
- Garnefski, N., Kraaij, V. i Spinhoven, P. (2002). *Manual for the use of the Cognitive Emotion Regulation Questionnaire*. DATEC, Leiderdorp. <https://doi.org/10.1037/t03801-000>
- Garnefski, N., Teerds, J., Kraaij, V., Legerstee, J. i van den Kommer, T. (2004). Cognitive emotion regulation strategies and depressive symptoms: differences between males and females. *Personality and Individual Differences*, 37(3), 451–462. <https://doi.org/10.1016/j.paid.2004.03.001>

- dual Differences*, 36(2), 267–276. [https://doi.org/10.1016/S0191-8869\(03\)00083-7](https://doi.org/10.1016/S0191-8869(03)00083-7)
- Gross, J. J. (1998). Antecedent- and response-focused emotion regulation: Divergent consequences for experience, expression, and physiology. *Journal of Personality and Social Psychology*, 74(1), 224–237. <https://doi.org/10.1037/0022-3514.74.1.224>
- Hayes, A. M. i Feldman, G. (2004). Clarifying the construct of mindfulness in the context of emotion regulation and the process of change in therapy. *Clinical Psychology: Science and Practice*, 11(3), 255–262. <https://doi.org/10.1093/clipsy.bph080>
- Hofmann, S. G., Sawyer, A. T., Witt, A. A. i Oh, D. (2010). The effect of mindfulness-based therapy on anxiety and depression: A meta-analytic review. *Journal of Consulting and Clinical Psychology*, 78(2), 169–183. <https://doi.org/10.1037/a0018555>
- Hou, W. K., Ng, S. M. i Wan, J. H. Y. (2015). Changes in positive affect and mindfulness predict changes in cortisol response and psychiatric symptoms: A latent change score modelling approach. *Psychology and Health*, 30(5), 551–567. <https://doi.org/10.1080/08870446.2014.990389>
- Hu, L. i Bentler, P. M. (1999). Cutoff criteria for fit indexes in covariance structure analysis: Conventional criteria versus new alternatives. *Structural Equation Modeling*, 6(1), 1–55. <https://doi.org/10.1080/10705519909540118>
- Hu, T., Zhang, D., Wang, J., Mistry, R., Ran, G. i Wang, X. (2014). Relation between emotion regulation and mental health: A meta-analysis review. *Psychological Reports*, 114(2), 341–362. <https://doi.org/10.2466/03.20.PR0.114k22w4>
- Iani, L., Lauriola, M., Chiesa, A. i Cafaro, V. (2019). Associations between mindfulness and emotion regulation: The key role of describing and nonreactivity. *Mindfulness*, 10, 366–375. <https://doi.org/10.1007/s12671-018-0981-5>
- Ivezić, E., Jakšić, N., Jokić-Begić, N. i Surányi, Z. (2012). *Validation of Croatian adaptation of the depression anxiety and stress scales (DASS-21) in a clinical sample*. Priopćenje sa skupa 18th Psychology Days in Zadar, Zadar, Hrvatska. https://www.researchgate.net/publication/257035642_Validation_of_the_Croatian_adaptation_of_the_Depression_Anxiety_Stress_Scales_-21_DASS-21_in_a_clinical_sample
- Jury, T. K. i Jose, P. E. (2019). Does rumination function as a longitudinal mediator between mindfulness and depression? *Mindfulness*, 10, 1091–1104. <https://doi.org/10.1007/s12671-018-1031-z>
- Kabat-Zinn, J., Massion, A. O., Kristeller, J., Peterson, L. G., Fletcher, K. E., Pbert, L., Lenderking, W. R. i Santorelli, S. F. (1992). Effectiveness of a meditation-based stress reduction program in the treatment of anxiety disorders. *The American Journal of Psychiatry*, 149(7), 936–943. <https://doi.org/10.1176/ajp.149.7.936>
- Kalebić Jakupčević, K. (2014). *Provjera uloge metakognitivnih vještina, ruminacije, potiskivanja misli i usredotočenosti u objašnjenu depresivnosti*. (Neobjavljena doktorska disertacija). Sveučilište u Zagrebu.
- Kline, R. B. (2011). *Principles and practice of structural equation modeling*, 3rd edition. Guilford Press.

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4.
STR. 577-596

LORDANIĆ, L., TUCAK
JUNAKOVIĆ i.:
USREDOTOCENA...

- Lovibond, S. H. i Lovibond, P. F. (1995). *Manual for the depression anxiety & stress scales*, 2nd edition. Psychology Foundation of Australia. <https://doi.org/10.1037/t00104-000>
- Mahoney, C. T., Segal, D. L. i Coolidge, F. L. (2015). Anxiety sensitivity, experiential avoidance, and mindfulness among younger and older adults: Age differences in risk factors for anxiety symptoms. *The International Journal of Aging and Human Development*, 81(4), 217–240. <https://doi.org/10.1177/0091415015621309>
- Malikin, H., Marchica, L. i Montreuil, T. (2020). Trait anxiety moderated by emotion regulation to predict mindful awareness. *Personality and Individual Differences*, 163, 110072. <https://doi.org/10.1016/j.paid.2020.110072>
- Medvedev, O. N., Norden, P. A., Krägeloh, C. U. i Siegert, R. J. (2018). Investigating unique contributions of dispositional mindfulness facets to depression, anxiety, and stress in general and student populations. *Mindfulness*, 9(6), 1757–1767. <https://doi.org/10.1007/s12671-018-0917-0>
- Muthén, L. K. i Muthén, B. O. (2014). *Mplus user's guide*, 7th edition. Muthén & Muthén.
- Parmentier, F. B. R., Garcia-Toro, M., Garcia-Campayo, J., Yanez, A. M., Andrés, P. i Gili, M. (2019). Mindfulness and symptoms of depression and anxiety in the general population: The mediating roles of worry, rumination, reappraisal and suppression. *Frontiers in Psychology*, 10, 506. <https://doi.org/10.3389/fpsyg.2019.00506>
- Radkovsky, A., McArdle, J. J., Bockting, C. L. i Berking, M. (2014). Successful emotion regulation skills application predicts subsequent reduction of symptom severity during treatment of major depressive disorder. *Journal of Consulting and Clinical Psychology*, 82(2), 248–262. <https://doi.org/10.1037/a0035828>
- Roemer, L., Lee, J. K., Salters-Pedneault, K., Erisman, S. M., Orsillo, S. M. i Mennin, D. S. (2009). Mindfulness and emotion regulation difficulties in generalized anxiety disorder: Preliminary evidence for independent and overlapping contributions. *Behavior Therapy*, 40(2), 142–154. <https://doi.org/10.1016/j.beth.2008.04.001>
- Segal, Z., Williams, M. i Teasdale, J. (2019). *Mindfulness – Kognitivna terapija u tretmanu depresije*. Naklada Slap.
- Soldo, L. i Vulić-Prtorić, A. (2018). Upitnik kognitivne emocionalne regulacije (CERQ). U A. Slišković, I. Burić, V. Čubela Adorić, M. Nikolić i I. Tucak Junaković (Ur.), *Zbirka psihologiskih skala i upitnika, svezak 9* (str. 47–58). Sveučilište u Zadru.
- Stevenson, J. C., Millings, A. i Emerson, L.-M. (2019). Psychological well-being and coping: The predictive value of adult attachment, dispositional mindfulness, and emotion regulation. *Mindfulness*, 10(2), 256–271. <https://doi.org/10.1007/s12671-018-0970-8>
- Tan, L. B. i Martin, G. (2016). Mind full or mindful: A report on mindfulness and psychological health in healthy adolescents. *International Journal of Adolescence and Youth*, 21(1), 64–74. <https://doi.org/10.1080/02673843.2012.709174>
- Thomsen, D. K., Mehlsen, M. Y., Viidik, A., Sommerlund, B. i Zachariae, R. (2005). Age and gender differences in negative affect – Is there a role for emotion regulation? *Personality and Individual Differences*, 38(8), 1935–1946. <https://doi.org/10.1016/j.paid.2004.12.001>

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 577-596

LORDANIĆ, L., TUCAK
JUNAKOVIĆ, I.:
USREDOTOCENA...

Tran, U. S., Cebolla, A., Glück, T. M., Soler, J., Garcia-Campayo, J. i von Moy, T. (2014). The serenity of the meditating mind: A cross-cultural psychometric study on a two-factor higher order structure of mindfulness, its effects, and mechanisms related to mental health among experienced meditators. *PLoS One*, 9(10), e110192. <https://doi.org/10.1371/journal.pone.0110192>

Mindfulness and Mental Health: The Mediating Role of Cognitive Emotion Regulation

Lucija LORDANIĆ

High School Obrovac, Obrovac, Croatia

Ivana TUCAK JUNAKOVIĆ

Department of Psychology, University of Zadar, Zadar, Croatia

The beneficial effect of mindfulness (M) or non-judgemental awareness and the acceptance of present-moment experience on mental health and well-being has been well confirmed by previous research. However, the mechanisms by which M exerts this beneficial influence have not been sufficiently explored. The aim of the present study was to examine the interrelationships between M, cognitive emotion regulation (CER) strategies and negative affective states (depression, anxiety, and stress). In addition, we examined the potential mediating role of CER strategies in the relationship between M and negative affective states. The study, which was conducted online, included 365 subjects of a wider age range (between 19 and 68 years). The Mindful Attention Awareness Scale, the Cognitive Emotion Regulation Questionnaire, and the Depression, Anxiety and Stress Scale were applied. The results mainly support the partial mediation model, according to which higher levels of M, in addition to directly reducing depression, anxiety and stress symptoms, also indirectly decrease the symptoms of these negative affective states, through usage of CER strategies. The results of the study indicate the possible important role of interventions focused on developing US and adaptive strategies of emotion regulation with the aim of improving mental health.

Keywords: mindfulness, cognitive emotion regulation,
depression, anxiety, stress



Međunarodna licenca / International License:
Imenovanje-Nekomercijalno / Attribution-NonCommercial



CONCEPTUAL MODEL FOR EXPLORING THE FACTORS WHICH IMPACT REACHING THE VOICE OF CUSTOMERS

Marina OBRADOVIĆ, Dušan BOGIĆEVIĆ,

Maja GLOGOVAC, Milica MARIĆIĆ

Faculty of Organisational Sciences, University of Belgrade,
Belgrade, Serbia

UDK: 005.5:339.18

Original scientific paper

Received: August 13, 2020

Since the voice of the customer (VoC) could be of core importance for an organisation's success, it is of high significance to identify the motivating and demotivating factors that influence the customers' intention to provide or not to provide feedback on service quality. This study aims to observe how awareness on the issue of providing feedback, personal beliefs on the impact of feedback, expectations from the company, and organisational culture impact the customers' decision to leave feedback. To explore the influence of the chosen factors an online survey was conducted and the Structural Equation Modeling (SEM) analysis was employed. The results show that awareness and organisational culture have a positive impact on the customers' decision to provide feedback, while the expectations from the company have a negative impact on such customer behaviour. The presented conceptual model might provide novel viewpoints into the factors which impact customers' behaviour regarding their decisions to provide feedback and initiate further studies on the topic of VoC.

Keywords: the voice of the customer, customer involvement, customer feedback, service quality, conceptual model, SEM analysis



Maja Glogovac, Faculty of Organisational Sciences,
University of Belgrade, Jove Ilića 154,
11000 Belgrade, Serbia.

E-mail: maja.glogovac@fon.bg.ac.rs

INTRODUCTION

Since the first appearance of trade, customers have been one of the most important stakeholders for a business (Liu et al., 2020). Each organisation strives to meet customer expectations in the best possible mode attempting to gain their satisfaction and reach their loyalty (Don Basari & Shamsudin, 2020). That is why becoming customer-centric should be the aim of the majority of businesses. Customers' perception of products' or services' performances could be used for measuring their quality, as a crucial determinant of competitiveness (Danish et al., 2018). Accordingly, customers are seen as the main revenue driver and profit generator (Razak & Shamsudin, 2019). In line with this, information on customer satisfaction is of core importance for customer-oriented organisations (Andrea et al., 2020). Voice of Customer (VoC) provides an ideal opportunity to advance loyalty through customer engagement (Bone et al., 2017). Continuous feedback from customers can guide the organisation since reality can often be different from the organisation's point of view (Hult et al., 2017). A customer who complains allows the organisation to improve their quality, so complaints should not be perceived as bad (Mwakatumbula et al., 2019). Instead, they should be considered as constructive criticism for a business to improve its operations (Salem et al., 2016). VoC directs organisational knowledge on how to upgrade the employee-customer relationship more easily, granting an opportunity to recover from failure (Liu & Mattila, 2015). Consequently, a common way companies work towards the objective of being customer-driven is to provide systems to gather feedback from them which will be a basis for locating quality problems and taking corrective action, as well as a core input into the new process of development (Fundin & Bergman, 2003).

Accordingly, the key to organisational success is its ability to continuously listen from its surroundings that are predominantly its customers (Storey & Larbig, 2018). On the other hand, there are certain motivating as well as demotivating factors that encourage customers to provide or not to provide their feedback on product/service quality. It is known that many unsatisfied customers will not say this to the organisation. They would rather talk about bad experiences with other potential customers. At the same time, the organisation stays less aware of the problematic areas regarding quality. By taking the great importance of the VoC into account, this paper aims to explore the motivating as well as demotivating factors that influence the customers in providing organisations with their perception of service quality. This could significantly boost organisations' knowledge on how to gather valuable VoC and become more aware of real customers' perception of service

quality. This could further give organisations the ability to adequately define the priorities for improvements and stay competitive. In line with this, this paper tends to clarify which factors have a greater impact on customer behaviour when it comes to providing or not providing feedback.

To answer the questions that arose, herein we strived to propose a novel conceptual model for quantifying the impact of different factors on reaching the VoC. To provide deeper insight into customers' willingness to give feedback about quality, motivating and demotivating factors are considered in different situations such as positive experience causing satisfaction and negative experience causing dissatisfaction. The respondents were questioned about factors based on their decisions to leave as well as not to leave feedback in such situations. To verify the proposed model, a questionnaire was designed on the importance of different factors for the respondents' decisions to provide as well as not to provide the feedback.

LITERATURE REVIEW

Customers' feedback is a form of their engagement, perceived as the voice of customer regarding a product or a service (Erickson & Eckrich, 2001). Feedback can be obtained from survey results gathered through a formal procedure, or from more informal comments that are made to employees or selected through telephone calls, emails and social media. Since services are customer-focused, it is essential to consider VoC (Urban, 2013) using some of such feedback forms. This is because the main goal of the organisation is, in fact, customer retention and nurturing customer loyalty (Hughes & Karapetrovic, 2006). Retaining customers is essentially the primary step in reaching market success, where upgrading customer satisfaction has emerged as a key solution for achieving it (Park et al., 2019). Customer satisfaction is grounded on either quality of the product or overall interaction between an organisation and the customer (Kim et al., 2019). During usage, customers gain expertise in the service and they may hold unique information that the organisation does not have (Geber et al., 2003). They can provide valuable suggestions to prevent undesirable outcomes from reoccurring (De-Lara et al., 2014).

Organisations should tend to focus more on complaints than on positive customer feedback since people tend to memorise negative experiences more (Kensinger, 2007). However, on average only a small percentage of customers take action to give negative feedback to the organisation (Cook, 2008). It is more likely that dissatisfied customers will silently switch to another organisation (Fornell & Wernerfelt, 1987). Furthermore, it is suggested early on that negative VoC can have sig-

nificant influence on other potential customers' beliefs and intentions, as well as on decisions about buying a product or using a service (Sampson, 2006). Conversely, some users decide not to leave negative feedback believing that the complaint outcomes will not solve the problem (Donoghue & Clerk, 2009) since complaint process are often too complicated (Xu & Yuan, 2009).

Therefore, the importance of customer satisfaction and well-implemented complaint handling procedures inside the organisation are recognised as common challenges which require standardisation on an international level for the ease of process optimisation (Hughes & Karapetrovic, 2006). On the other hand, organisations should not put pressure on customers to evaluate their services since such data will be less valuable than feedback based on self-initiative (Ofir & Simonson, 2001). Customers are likely to withhold their feedback based on the tendency to underestimate the other side's desire for feedback (Abi-Esber et al., 2021). Moreover, customers appreciate to be asked for their opinion (Edinger-Schons et al., 2020).

Accordingly, it is of great importance to find out motivators and factors influencing the customers' decision to provide feedback about product/service quality. In line with this, Liu and Mattila (2015) researched customer feedback decisions based on high and low affective commitment. They concluded that customers who are highly committed to a service company have a decisive intention to help the company become better. They have also proved that such customers are more willing to provide feedback if it would serve for improvement purposes. On the other hand, they are less motivated to be involved if their feedback would serve for the evaluation of employees. Engaged customers are found to be emotionally connected to a company and want it to improve their services, and accordingly are more willing to share their impressions (Hsieh & Chang, 2016). Also, some authors argue that emotionally involved customers are more likely to provide useful information and constructive suggestions and ideas (Carvalho & Fernandes, 2018). Ran and Zhou's (2020) research shows that felt responsibility for constructive change motivates a customer to express promotive voice (positive feedback), but their sense of responsibility is not sufficient for them to express prohibitive voice (negative feedback) due to worrying about potential losses. The study also shows that the higher company-customer identification, the more likely customers will express positive feedback. Customers with higher personal self-impact are more likely to engage in positive voice behaviour (Ran & Zhou, 2020). Wang et al. (2021) research personality traits and cognitive styles of a customer as motivating factors

for providing feedback. Customers with extraversion trait are more likely to provide useful feedback information with self-efficacy as a main driver for feedback willingness (Wang et al., 2021). The research also shows that sensing/intuitive cognitive style is motivated by self-interest as the main driver and active/reflective cognitive style is motivated by the altruism factor.

Proposed conceptual model

This study tends to give deeper insight into the customers' willingness to provide feedback by analysing influencing factors and their significance. Some authors put an effort into finding out what could be motivators for customers to provide feedback about their satisfaction with product or service quality. Trust and commitment are found to be possible predictors of VoC (Bove & Robertson, 2005). Similarly, psychological ownership could also stimulate the customer's will to provide feedback (Béal & Sabadie, 2018). Customer readiness to be involved could also be influenced by their desire for control, as well as their organisational socialisation (Poushneh & Vasquez-Parraga, 2018). According to the same authors, customers' previous experience is also a significant influencing factor on their readiness, where customers' prior usage of service increases their comfort and familiarity with the service and hence motivation to get involved. Mathew and Thomas (2018) state that customers' emotional attachment tends to be in correlation with their commitment. Čolić (2008) analyses the socio-cultural aspects of consumption and consumerist culture in detail. On the other hand, companies' features, such as organisational atmosphere, also have an impact on customer behaviour (Haghghi et al., 2012). The impact of employees on customers has also been considered as important (Choi & Kim, 2020).

Following the defined objective of this research and from the theoretical framework, the following hypotheses were developed:

- H1: Customer's awareness of the topic under discussion predicts their decision to provide feedback.
- H2: Customer's expectations from the company depend on their awareness of the topic.
- H3: Customer's personal beliefs predict their decision to provide feedback.
- H4: Customer's expectations from the company depend on their personal beliefs.
- H5: Customer's decision to provide feedback depends on the organisational culture of a company.

H6: Customer's decision to provide feedback depends on their expectations from the company.

H7: The structure of the proposed five new constructs as new instruments of measurement has acceptable internal consistency and confirmed factor structure.

The proposed conceptual model is given in Figure 1.

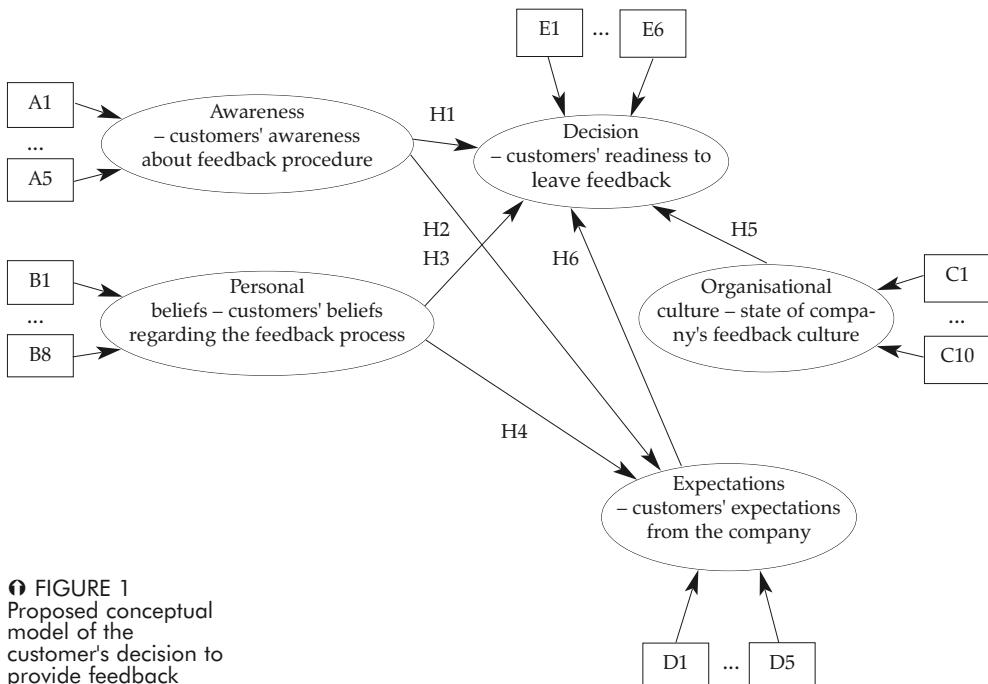


FIGURE 1
Proposed conceptual
model of the
customer's decision to
provide feedback

The conceptual model illustrates the influence of latent constructs observed in this research on the decision of a customer when it comes to providing feedback. Labels such as "A1" and "A5" are referencing the specific questions in the questionnaire relevant for the particular latent construct.

Research instrument

Several authors have discussed the aspects which are either influencing the feedback or customers' intention to provide feedback. Among these aspects are customer's perception of desire for feedback (Abi-Esber et al., 2021), customer's sense of their feedback value (Edinger-Schons et al., 2020), employees' influence on customer (Choi & Kim, 2020), customer's self-accomplishment, aim to improve the service and reward expectation (Wang et al., 2021). These aspects were the foundation of the questionnaire used for the research. This research is conceived in the form of an online survey, encompassing 79 questions divided into six sections. The first section includes

questions about the participant's characteristics and general questions related to frequency and means of leaving feedback.

The following sections focused on specific groups inside of the sample (subsamples), formed based on two sorting questions: Would you leave feedback if you were dissatisfied with a service? And: Would you leave feedback if you were satisfied with a service? These two questions allowed us to group respondents based on VoC behaviour and adjust questions to them.

The questions in the second section focus on those who would leave feedback if they were dissatisfied, while questions in the third section focus on the complementary part of the sample, those who would not leave feedback if they were dissatisfied. In each section, questions about the motivating and demotivating factors are grouped into:

- Awareness – respondents' awareness about feedback procedure, their rights as customers and how they felt after leaving feedback;
- Personal beliefs – respondents' beliefs when it comes to their rights to leave feedback and the consequences that feedback could trigger (both positive and negative);
- Organisational culture – the company's desire to receive feedback, atmosphere and employee's behaviour during the service;
- Expectations from the company – respondents' expectations from the company and assumption if the company is going to respond to feedback and to what extent;
- Decision – customers' readiness to leave feedback under a diverse set of circumstances and if they were encouraging their friends to do the same.

The sixth section focuses on the future intent of participants regarding leaving feedback.

All questions in the survey which measured the respondents' level of agreement with a statement were measured on a four-point Likert scale (1 – Absolutely disagree, 2 – Mostly disagree, 3 – Mostly agree, 4 – Completely agree). The identical approach is used for questions which measured the relevance (from respondents' perspective) of diverse factors which could influence the willingness (not) to provide positive/negative feedback (1 – Irrelevant, 2 – Less relevant, 3 – Quite relevant, 4 – Highly relevant).

Data analysis

To verify the proposed conceptual model, the structural equation modelling (SEM) analysis (Kline, 2005) was employed. The chosen analysis is based on the principles of factor analysis and

multiple regression analysis. On one hand, the SEM analysis can form new constructs which cannot be measured by a sole variable, and on the other, it can quantify the mutual impact between the newly created constructs (Kline, 2005).

Several studies in the field of research motivated us to conduct the SEM analysis. These studies include Wang et al. (2018), Wu et al. (2020), and Abro et al. (2020). Therefore, as in the mentioned studies, we also opted for the SEM analysis.

CONDUCTED RESEARCH

Conducted survey

We conducted an online survey using Google Forms service from February until March 2019. The survey was distributed electronically on social networks and e-mails of the authors. The sampling method applied was Convenience Sampling which is a nonprobability sampling method. This sampling method was used to reach as many respondents as possible from different backgrounds. Nevertheless, we are aware that this sampling method might be biased and that it has drawbacks (Etiikan et al., 2016). Participation was voluntary and anonymous. All the questions in the survey were mandatory so there were no missing data. We have no information on the dropout rate, but having in mind the length of the survey, we believe a certain percentage of the respondents left the survey without submitting it. After collecting the data, statistical analysis was performed using SPSS 23 and AMOS 22.

Sample characteristics

The sample size of the research is 471 correctly filled-in questionnaires. 369 female respondents make 78.3% of the sample and 102 male respondents complement the rest, 21.7%. A slight disproportion in the gender of the respondents can be observed. However, such a disproportion could have been expected, as females are more willing to participate in online surveys and research (Moore & Tarnai, 2002). The mean age of respondents is 26.8 with a standard deviation of 9.113. The age of the respondents ranged from 14 to 68. When it comes to the highest level of education achieved, 242 (51.4%) finished high school, while 144 (30.8%) has a bachelor's or equivalent diploma.

The respondents were asked in which way they would most likely leave feedback. The question was defined as a multiple response question – the respondent could check multiple ways he/she is most likely to leave feedback. The most commonly named means of feedback were using online surveys, 286 times (46.66%), followed by e-mail (30.51%), over the phone (15.99%) and going personally to the company (6.85%). It is of

interest to explore the mean of leaving feedback taking into account the gender of the respondent (Figure 2).

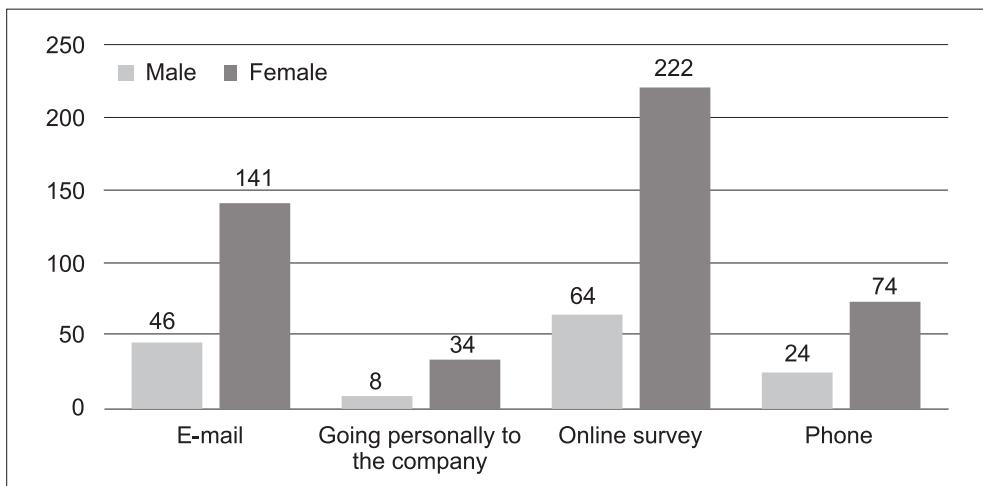
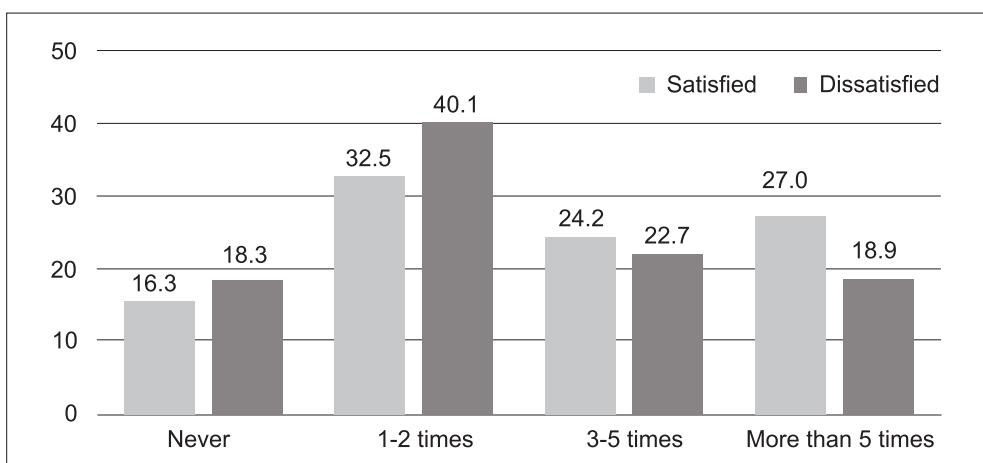


FIGURE 2
Ways male and female respondents most likely leave feedback

FIGURE 3
Frequency of leaving positive and negative feedback

Next, the respondents were asked about their frequency of leaving feedback when satisfied and dissatisfied. The scale ranged from Never to More than 5 times. Respondents are more prone to leave positive feedback than negative. Namely, 27.0% of respondents stated that they left positive feedback more than 5 times, while when dissatisfied, 40.1% of respondents left feedback once or twice (Figure 3). This might indicate that a positive experience motivates customers to leave feedback more than a negative one.



Additionally, it was explored whether there are gender differences when it comes to the frequency of leaving feedback. The results of the Mann-Whitney test show that there is statistically significant difference whereas in both cases male respondents proved to leave feedback more often (Table 1).

Leaving feedback when	Gender	Mean \pm SD	Median	MW-test	Absolute mean difference	Difference
Satisfied	Male	2.81 \pm 1.078	3.00	-2.086*	0.25	Female < Male
	Female	2.56 \pm 1.038	2.00			
Dissatisfied	Male	2.77 \pm 0.994	3.00	-4.045**	0.44	Female < Male
	Female	2.33 \pm 0.974	2.00			

Note: * $p < 0.05$, ** $p < 0.01$

➲ TABLE 1
Results of the MW test, mean, standard deviation and median per observed group, and the absolute mean difference

The research also explores whether respondents leave feedback when satisfied and dissatisfied with a product/service. The largest percentage of the sample admitted to leaving feedback both when satisfied and dissatisfied (85.6%). On the other hand, the fewest respondents are those who leave no feedback, just 7 of them. Having in mind that the subgroups of respondents were made based on their willingness to leave feedback when satisfied or dissatisfied, in the further analysis we will focus on those who leave feedback in both situations. The tabular presentation of willingness to leave feedback when satisfied and dissatisfied is given in Table 2.

➲ TABLE 2
Cross-tabulation of respondents with regard to their willingness to leave feedback when satisfied and dissatisfied

		Satisfied	
		Yes	No
Dissatisfied	Yes	403 (85.6%)	41 (8.7%)
	No	20 (4.2%)	7 (1.5%)

Verification of the instruments and the SEM model

As a pre-test to the SEM analysis, confirmatory factor analysis (CFA) was conducted. The initial model had relatively solid fit to the data ($\text{Chi-square} = 3110.247, df = 520, p < 0.000, \text{RMSEA} = 0.091, 0.089 \leq \text{RMSEA} \leq 0.111, \text{CFI} = 0.726, \text{SRMR} = 0.154$). All paths within constructs were statistically significant, so we did not modify any of them. This partially confirms H7. In the next step, the obtained factor loadings were inspected. If the measured factor loading was below 0.3, we interpreted it as that the item does not load on the factor well, therefore, it was removed. In the proposed construct structure, we retained only the items with factor loading above 0.3. We used modification indices to fine-tune our model. The final model had a solid fit to the data ($\text{Chi-square} = 903.109, df = 365, p < 0.000, \text{RMSEA} = 0.059, 0.051 \leq \text{RMSEA} \leq 0.065, \text{CFI} = 0.901, \text{SRMR} = 0.120$).

Table 3 reports the results of correlation analyses exploring the relationships between factors within the proposed conceptual model. The strongest correlation is between *Awareness* and

Decision, 0.439, while the weakest is between *Expectations from the company* and *Awareness*.

	Awareness	Personal beliefs	Organisational culture	Expectations from the company
Awareness	1			
Personal beliefs	Not observed	1		
Organisational culture	Not observed	Not observed	1	
Expectations from the company	0.134	0.230	Not observed	1
Decision	0.439	Not statistically significant	0.161	0.146

TABLE 3
Correlations between latent factors in the CFA analysis

Cronbach's alpha was calculated as a measure of internal consistency of the proposed scales (Table 4). The coefficient takes value from 0 to 1, whereas 0 indicates low to no consistency, while 1 indicates a high level of consistency (Cronbach, 1951). As it can be observed, the results range from 0.703 to 0.876. These results confirm hypothesis 7.

	Awareness	Personal beliefs	Organisational culture	Expectations from the company	Decision
Items α (scale)	3 0.803	8 0.703	10 0.876	3 0.815	6 0.749

TABLE 4
Cronbach's alpha per construct

The initial SEM model did not have a good fit to the data ($\text{Chi-square} = 2186.991$, $df = 400$, $p < 0.000$, $\text{RMSEA} = 0.105$, $0.101 \leq \text{RMSEA} \leq 0.110$, $\text{CFI} = 0.659$, $\text{SRMR} = 0.149$). Therefore, to increase the quality of our model, we removed the insignificant path from the model and used modification indices. The significance of retained paths was measured using the critical ratio (C.R), whereas the C.R. value above 1.96 in absolute values indicated a statistically significant path. The removed insignificant path was between *Personal beliefs* and *Decision*. According to the modification indices, we added correlation relationships between errors of the same construct. As the modification indices significantly improved the model fit, that might indicate that there is a significant level of correlation among items. The modified model had a relatively good fit to the data ($\text{Chi-square} = 839.455$, $df = 362$, $p < 0.000$, $\text{RMSEA} = 0.057$, $0.052 \leq \text{RMSEA} \leq 0.062$, $\text{CFI} = 0.909$, $\text{SRMR} = 0.119$). The value of CFI and SRMR are close to the threshold, indicating a solid fit.

First, the results on the outer model; the structure of each retained latent variable are provided (Table 5). Within the construct *Awareness*, after the fixed variable A1, the most impor-

tant variable is A2, the statement related to the need of leaving negative feedback. The values of the coefficients are all positive and statistically significant. The obtained results indicate that the more the respondents know related to the means of leaving feedback, their rights and the importance of feedback, the higher the possibility that they will provide feedback.

In the next latent construct, *Personal beliefs*, again all coefficients are positive and statistically significant. Compared to the construct *Awareness*, the coefficients are somewhat smaller. The results show that the closer the respondent is with the provider of the service, the higher the possibility that he/she will leave both positive and negative feedback.

In the following construct, *Organisational culture*, all ten coefficients are statistically significant. Within this construct, all the loadings are high, above 0.4. The most important factor for leaving both positive and negative feedback is the openness in the communication of the service provider, followed by the kindness of the service provider.

Taking a closer look at the construct *Expectations from the company*, the loadings are somewhat high, but again, all positive and statistically significant. The most important factor regarding the expectations, both when leaving positive and negative feedback, is the possibility of receiving a benefit (discount etc.).

In the last construct, *Decision*, the most important variable in the construct is E1 with the coefficient 0.667, followed by E4 with the coefficient 0.613. The most important factor for the decision whether to leave feedback or not is the satisfaction of the respondent, indicating that the more satisfied customers are more probable to leave feedback.

TABLE 5
Estimated coefficients
in the outer model

Latent construct	Determinant(s)	Code	Standardised regression coefficient	C.R.
Awareness	We should leave feedback if we are satisfied with a service	A1	0.965**	/
	We should leave feedback if we are dissatisfied with a service	A2	0.841**	16.044
	I feel satisfied/accomplished when I leave feedback	A3	0.554**	10.921
Personal beliefs	Dis. I believe that I will contribute to quality improvement of the service by leaving feedback	B1	0.329**	/
	Dis. I believe that I have the right to express my opinion	B2	0.382*	4.481

(Continued)

Latent construct	Determinant(s)		Code	Standardised regression coefficient	C.R.
Organisational culture	I believe that my negative feedback won't endanger the front desk officer	B3	0.655**	4.229	
	Dis. I advise for improvement since I have a close relationship with the front desk officer	B4	0.332**	4.165	
	Sat. I believe that I will contribute to the quality improvement of the service by leaving feedback	B5	0.301**	4.455	
	Sat. I believe that I have the right to express my opinion	B6	0.405**	4.614	
	I believe that my positive feedback could contribute to the front desk officer	B7	0.452**	3.914	
	I want to praise the front desk officer since I have a close relation to him/her	B8	0.332**	4.189	
	Dis. The company asserts that they find customers' feedback valuable	C1	0.428**	/	
	Dis. Front desk officer maintained open communication during the service	C2	0.654**	7.894	
	Dis. Front desk officer was polite so I would like to suggest necessary improvements	C3	0.650**	7.487	
	Dis. Front desk officer was impolite which encouraged me to give criticism	C4	0.487**	6.478	
Expectations from the company	Dis. There was a pleasant atmosphere during the service so I was inspired to suggest necessary improvements	C5	0.609**	7.245	
	Dis. There was not such a pleasant atmosphere during the service so I was inspired to give criticism	C6	0.490**	6.119	
	Sat. The company asserts that they find customers' feedback valuable	C7	0.538**	4.455	
	Sat. Front desk officer maintained open communication during the service	C8	0.774**	4.614	
	Sat. Front desk officer was polite so I would like to express my satisfaction	C9	0.760**	3.914	
	Sat. Front desk officer was impolite which encouraged me to give criticism	C10	0.706**	4.189	
	Dis. I expect that my feedback is acknowledged by the company	D2	0.768*	/	
	Dis. I expect a timely reaction from the company	D3	0.891**	14.066	
	Dis. I expect rightful and objective treatment during issue solving	D4	0.661**	12.782	

(Continued)

Latent construct	Determinant(s)	Code	Standardised regression coefficient	C.R.
Decision	I will leave feedback if I am satisfied	E1	0.667**	/
	I will leave feedback if I am dissatisfied	E2	0.601**	9.630
	I will leave feedback after many situations in which I am satisfied/dissatisfied	E3	0.526**	8.155
	I will leave feedback after a few situations in which I am satisfied/dissatisfied	E4	0.613**	7.393
	I will leave feedback right after the first occasion in which I am satisfied/dissatisfied	E5	0.592**	7.510
	I encourage my friends to leave feedback to a company	E6	0.442**	6.528

Note: * $p < 0.05$, ** $p < 0.01$

The obtained coefficients of the inner model are presented in Table 6. When it comes to the construct *Expectations from the company*, the two predictor constructs (*Personal beliefs* and *Awareness*) explain 10.2% of its variability. The obtained coefficients are such that if the *Personal beliefs* increase, the expectations from the company will rise. Similarly, if *Awareness* increases, the expectations from the company will rise. The construct *Decision* is somewhat better explained; 28.3% of its variance can be explained with the three predictors. Namely, the *Organisational culture*, *Expectations from the company* and *Awareness* have a positive impact on the decision to leave feedback.

TABLE 6
Estimated coefficients in the inner model

Latent construct	Determinant(s)	Standardised regression coefficient	C.R.	Hypothesis
Expectations from the company ($R^2 = 0.102$)	Personal beliefs	0.266**	3.472	H4
	Awareness	0.115*	2.133	H2
Decision ($R^2 = 0.283$)	Expectations from the company	0.142**	2.483	H6
	Awareness	0.442**	6.506	H1
	Organisational culture	0.231**	3.574	H5

Note: ** $p < 0.01$, * $p < 0.05$, C.R. – critical ratio

DISCUSSION AND CONCLUSION

The conducted research was motivated by growing interest of business scholars and organisations in the VoC concept and its use for improving organisation's performance. The aim of the study was to investigate the importance of identified fac-

tors affecting customers' willingness to provide feedback. Nowadays it is vital for companies and businesses to understand their customers' behaviour and what (de)motivates them to leave feedback. The findings of the study propose awareness, organisational culture and expectations from the company as factors affecting the customer's decision to provide feedback both when satisfied and dissatisfied.

According to the results of the research, 40.1% of respondents left feedback once or twice when dissatisfied in the past, while 27.0% of them left positive feedback more than 5 times, indicating that positive experiences motivate people to leave feedback. Male respondents were more prone to leave feedback than female respondents. According to the obtained results, organisations are recommended to provide different means of leaving feedback, especially ones that do not require personal contact with the service provider. People are more willing to leave feedback via an online survey (46.66%) and e-mail (30.51%), rather than over phone (15.99%) and going personally to the company (6.85%).

Awareness as a factor has a positive effect on the customers' decision to leave feedback. Hence, the first hypothesis is confirmed. People's general opinion that providing both positive and negative feedback is something they should do has a great impact on their willingness to do so. The more people are aware of the means of providing feedback and their rights, the more they are willing to leave feedback. Feeling accomplished after providing feedback also has a positive impact. As awareness increases, expectations from the company will increase, which confirms the second hypothesis. This means that if people are aware of the importance of providing feedback and their right to do so, expectations from the company, such as receiving something in return, will increase.

Personal beliefs do not have a direct impact on the willingness to leave feedback, meaning that the third hypothesis is not confirmed. In the said construct, all of the coefficients are positive and significant, which shows that, for example, there is a higher possibility for the customer to provide both positive and negative feedback when he/she has a close relationship with a frontline employee. In comparison to another study that suggests it is less likely that customers will leave negative feedback if they have a firm interaction with employees (Mittal et al., 2008), this study suggests that the said possibility could be higher when customers believe their negative feedback will not endanger frontline employees and when they can advise for improvement. Similarly, Ran and Zhou (2020) have shown that higher company-customer identification contributes to stronger customer's willingness to express positive feedback. However, personal beliefs indirectly

affect the customers' decision to provide feedback through having a positive impact on expectations from the company. If personal beliefs increase, the expectations from the company will also rise. Accordingly, the fourth hypothesis is confirmed. The more the customers believe they have the right to express their opinion, or that it can contribute to quality improvement or the frontline employee, the more their expectations from the company, such as acknowledgement of the feedback, timely reaction, rightful and objective treatment and expecting something in return, will rise. Ran and Zhou (2020) have confirmed the direct connection between a customer's responsibility for constructive change and expressing positive feedback. In comparison, this study shows that felt contribution to quality improvement indirectly affects customer's willingness to provide feedback through expectations from the company.

The fifth hypothesis is confirmed, which proves that factors regarding the organisational culture also have a positive impact on the decision to leave feedback. When a customer has a high commitment and experiences a positive social interaction with an employee, there is a strong positive effect on the customer providing feedback (Celuch et al., 2015). The most important factor is open communication with the service provider. If a frontline employee is polite, a customer is more willing to provide positive feedback, but also a negative one in order to suggest necessary improvements. On the other hand, if a frontline employee is impolite, that would encourage customers to provide criticism. The results show that customers are more willing to suggest improvements if the atmosphere while providing the service was pleasant. If an organisation states the fact that it values customers' feedback, then they are more willing to provide both positive and negative feedback. This finding is in line with findings of another study which suggests that customers appreciate to be asked for their opinion (Edinger-Schons et al., 2020).

In addition, the association of expectations from the company and the decision to leave feedback is positive. By increasing the expectations from the company, the decision will increase. Hence, the sixth hypothesis is confirmed.

The results of our conceptual model show that 28.3% of the variability in the decision can be explained by these three factors: awareness, organisational culture and expectations from the company. In comparison to the mentioned research of Wang et al. (2021) which identifies personality traits and cognitive styles of the customer as a motivating factor for providing feedback, this study identifies other factors that could be in control of an organisation to some extent, providing the organisation with the opportunity to create an environment

that would gather VoC effectively. This study enriches the existing limited literature regarding the VoC and, hopefully, it will incite possible further research leading to identifying other factors that will explain even more change in customers' decisions.

The conducted study, although providing valuable insights, has several limitations which should be noted. First, the conducted study is a cross-sectional study. However, it might be of interest to reconduct the survey after the COVID-19 pandemic to explore how consumer behaviour has changed. Although that would not be a longitudinal study, it might indicate changes in consumer behaviour. Also, we used convenience sampling. If the study was to be redone, another sampling approach would be taken. Another future direction of the study which emerges is to conduct the same survey in neighbouring countries such as Croatia and Montenegro, which would allow exploring whether there are differences in consumer behaviour between countries. In that case, SEM multi-group analysis could be employed.

Since the VoC has great importance for organisational success, it is useful for the organisation to identify the motivating as well as demotivating factors that influence the customers' decision to provide or not to provide their feedback on service quality. In line with this, the paper could give significant insight into the influencing factors regarding customer behaviour and provide valuable practical implications for organisations. This could further lead an organisation towards areas of improvement that would enable it to gather VoC effectively.

REFERENCES

- Abi-Esber, N., Abel, J., Schroeder, J., & Gino, F. (2021). "Just letting you know...": Underestimating others' desire for constructive feedback. <https://doi.org/10.1037/pspi0000393>
- Abro, M. A., Baharun, R., & Zubair, A. (2020). Information credibility and organizational feedback. A solution to plethora of consumer advocacy, brand avoidance and community usefulness. *The Bottom Line*, 33(2), 165–181. <https://doi.org/10.1108/BL-12-2019-0133>
- Andrea, B. J., Gremyr, I., & Halldórsson, A. (2020). Absorptive capacity as enabler for service improvements – The role of customer satisfaction information usage. *Total Quality Management & Business Excellence*, 32(15-16), 1651–1665. <https://doi.org/10.1080/14783363.2020.1761786>
- Béal, M., & Sabadie, W. (2018). The impact of customer inclusion in firm governance on customers' commitment and voice behaviors. *Journal of Business Research*, 92, 1–8. <https://doi.org/10.1016/j.jbusres.2018.07.019>
- Bone, S. A., Lemon, K. N., Voorhees, C. M., Liljenquist, K. A., Fomblette, P. W., Detienne, K. B., & Money, R. B. (2017). "Mere measurement plus": How solicitation of open-ended positive feedback influences customer purchase behavior. *Journal of Marketing Research*, 54(1), 156–170. <https://doi.org/10.1509/jmr.14.0232>

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 597-617

OBRADOVIĆ, M. ET AL.:
CONCEPTUAL MODEL...

- Bove, L. L., & Robertson, N. L. (2005). Exploring the role of relationship variables in predicting customer voice to a service worker. *Journal of Retailing and Consumer Services*, 12(2), 83–97. <https://doi.org/10.1016/j.jretconser.2004.03.003>
- Carvalho, A., & Fernandes, T. (2018). Understanding customer brand engagement with virtual social communities: A comprehensive model of drivers, outcomes and moderators. *Journal of Marketing Theory and Practice*, 26(1-2), 23–37. <https://doi.org/10.1080/10696679.2017.1389241>
- Celuch, K., Robinson, N. M., & Walsh, A. M. (2015). A framework for encouraging retail customer feedback. *Journal of Services Marketing*, 29(4), 280–292. <https://doi.org/10.1108/JSM-02-2014-0062>
- Choi, B., & Kim, H. S. (2020). Online customer-to-customer interactions, customer-firm affection, firm-loyalty and participation intention. *Asia Pacific Journal of Marketing and Logistics*, 32(8), ahead-of-print. <https://doi.org/10.1108/APJML-07-2019-0450>
- Cook, S. (2008). *Customer care excellence: How to create an effective customer focus*. Kogan Page.
- Cronbach, L. J. (1951). Coefficient alpha and the internal structure of tests. *Psychometrika*, 16(3), 297–334. <https://doi.org/10.1007/BF02310555>
- Čolić, S. (2008). Sociocultural aspects of consumption, consumerist culture and society. *Društvena istraživanja*, 17(6), 953–973. <https://hrcak.srce.hr/31006>
- Danish, R., Humayon, A., Iqbal, H., Raza, S., & Shahid, J. (2018). The impact of service quality and service value on customer satisfaction through customer bonding: Evidence from telecommunication sector. *European Online Journal of Natural and Social Sciences*, 7(1), 40–47. http://european-science.com/eojnss_proc/index
- De-Lara, P. Z. M., Suárez-Acosta, M. A., & Aguiar-Quintana, T. (2014). Hotel guests' responses to service recovery: How loyalty influences guest behavior. *Cornell Hospitality Quarterly*, 55(2), 152–164. <https://doi.org/10.1177/1938965513513348>
- Don Basari, M. A. M., & Shamsudin, M. F. (2020). Does customer satisfaction matter? *Journal of Undergraduate Social Science & Technology*, 2(1). <http://abrn.asia/ojs/index.php/JUSST/article/view/59>
- Donoghue, S., & de Klerk, H. M. (2009). The right to be heard and to be understood: A conceptual framework for consumer protection in emerging economies. *International Journal of Consumer Studies*, 33(4), 456–467. <https://doi.org/10.1111/j.1470-6431.2009.00773.x>
- Edinger-Schons, L. M., Lengler-Graiff, L., Scheidler, S., Mende, G., & Wieseke, J. (2020). Listen to the voice of the customer – First steps towards stakeholder democracy. *Business Ethics: A European Review*, 29(3), 510–527. <https://doi.org/10.1111/beer.12252>
- Erickson, G. S., & Eckrich, D. W. (2001). Consumer affairs responses to unsolicited customer compliments. *Journal of Marketing Management*, 17(3-4), 321–340.
- Etikan, I., Musa, S. A., & Alkassim, R. S. (2016). Comparison of convenience sampling and purposive sampling. *American Journal of Theoretical and Applied Statistics*, 5(1), 1–4. <https://doi.org/10.11648/j.ajtas.20160501.11>

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 597-617

OBRADOVIĆ, M. ET AL.:
CONCEPTUAL MODEL...

- Fornell, C., & Wernerfelt, B. (1987). Defensive marketing strategy by customer complaint management: A theoretical analysis. *Journal of Marketing Research*, 24(4), 337–346. <https://doi.org/10.1177/002224378702400401>
- Fundin, A. P., & Bergman, B. (2003). Exploring the customer feedback process. *Measuring Business Excellence*, 7(2), 55–65. <https://doi.org/10.1108/13683040310477995>
- Gebert, H., Gelb, M., Kolbe, L., & Brenner, W. (2003). Knowledge-enabled customer relationship management: Integrating customer relationship management and knowledge management concepts. *Journal of Knowledge Management*, 7(5), 107–123. <https://doi.org/10.1108/13673270310505421>
- Haghghi, M., Dorosti, A., Rahnama, A., & Hoseinpour, A. (2012). Evaluation of factors affecting customer loyalty in the restaurant industry. *African Journal of Business Management*, 6(14), 5039–5046. <https://doi.org/10.5897/AJBM11.2765>
- Hsieh, S. H., & Chang, A. (2016). The psychological mechanism of brand co-creation engagement. *Journal of Interactive Marketing*, 33(1), 13–26. <https://doi.org/10.1016/j.intmar.2015.10.001>
- Hughes, S., & Karapetrovic, S. (2006). ISO 10002 Complaints handling system. *International Journal of Quality & Reliability Management*, 23(9), 1158–1175. <https://doi.org/10.1108/02656710610704258>
- Hult, G. T. M., Morgeson, F. V., Morgan, N. A., Mithas, S., & Fornell, C. (2017). Do managers know what their customers think and why? *Journal of the Academy of Management Science*, 45(1), 37–54. <https://doi.org/10.1007/s11747-016-0487-4>
- Kensinger, E. A. (2007). Negative emotion enhances memory accuracy: Behavioral and neuroimaging evidence. *Current Directions in Psychological Science*, 16(4), 213–218. <https://doi.org/10.1111/j.1467-8721.2007.00506.x>
- Kim, W. H., Cho, J. L., & Kim, K. S. (2019). The relationships of wine promotion, customer satisfaction, and behavioral intention: The moderating roles of customers' gender and age. *Journal of Hospitality and Tourism Management*, 39, 212–218. <https://doi.org/10.1016/j.jhtm.2019.03.001>
- Kline, R. (2005). *Principles and practice of structural equation modeling* (2nd ed.). Guilford Press.
- Liu, S. Q., & Mattila, A. S. (2015). "I want to help" versus "I am just mad": How affective commitment influences customer feedback decisions. *Cornell Hospitality Quarterly*, 56(2), 213–222. <https://doi.org/10.1177/1938965515570939>
- Liu, Y., Song, Y., Sun, J., Sun, C., Liu, C., & Chen, X. (2020). Understanding the relationship between food experiential quality and customer dining satisfaction: A perspective on negative bias. *International Journal of Hospitality Management*, 87, 102381. <https://doi.org/10.1016/j.ijhm.2019.102381>
- Mathew, V., & Thomas, S. (2018). Direct and indirect effect of brand experience on true brand loyalty: Role of involvement. *Asia Pacific Journal of Marketing and Logistics*, 30(3), 725–748. <https://doi.org/10.1108/APJML-08-2017-0189>

- Mittal, V., Huppertz, J. W., & Khare, A. (2008). Customer complaining: The role of tie strength and information control. *Journal of Retailing*, 84(2), 195–204. <https://doi.org/10.1016/j.jretai.2008.01.006>
- Moore, D. L., & Tarnai, J. (2002). Evaluating nonresponse error in mail surveys. In R. M. Groves, D. A. Dillman, J. L. Eltinge, & R. J. A. Little (Eds.), *Survey Nonresponse* (pp. 197–211). John Wiley & Sons.
- Mwakatumbula, H. J., Moshi, G. C., & Mitomo, H. (2019). Consumer protection in the telecommunication sector: A comparative institutional analysis of five African countries. *Telecommunications Policy*, 43(7), 101808. <https://doi.org/10.1016/j.telpol.2019.02.002>
- Ofir, C., & Simonson, I. (2001). In search of negative customer feedback: The effect of expecting to evaluate on satisfaction evaluations. *Journal of Marketing Research*, 38(2), 170–182. <https://doi.org/10.1509/jmkr.38.2.170.18841>
- Park, E., Jang, Y., Kim, J., Jeong, N. J., Bae, K., & del Pobil, A. P. (2019). Determinants of customer satisfaction with airline services: An analysis of customer feedback big data. *Journal of Retailing and Consumer Services*, 51, 186–190. <https://doi.org/10.1016/j.jretconser.2019.06.009>
- Poushneh, A., & Vasquez-Parraga, A. Z. (2018). The role of customer readiness and participation in non-technology-based service delivery. *Journal of Consumer Marketing*, 35(6), 588–600. <https://doi.org/10.1108/JCM-11-2016-2006>
- Ran, Y., & Zhou, H. (2020). Customer–company identification as the enabler of customer voice behavior: How does it happen? *Frontiers in Psychology*, 11, 777. <https://doi.org/10.3389/fpsyg.2020.00777>
- Razak, A. A., & Shamsudin, M. F. (2019). The influence of atmospheric experience on theme park tourist's satisfaction and loyalty in Malaysia. *International Journal of Innovation, Creativity and Change*, 6(9), 10–20. <http://www.ijicc.net/>
- Salem, M. A., Shawtari, F. A., Shamsudin, M. F., & Hussain, H. I. (2016). The relation between stakeholders' integration and environmental competitiveness. *Social Responsibility Journal*, 12(4), 755–769. <https://doi.org/10.1108/SRJ-12-2015-0189>
- Sampson, A. (2006). Understanding the buzz that matters: Negative vs. positive word of mouth. *International Journal of Market Research*, 48(6), 647–657. <https://doi.org/10.1177/147078530604800603>
- Storey, C., & Larbig, C. (2018). Absorbing customer knowledge: How customer involvement enables service design success. *Journal of Service Research*, 21(1), 101–118. <https://doi.org/10.1177/1094670517712613>
- Urban, W. (2013). Perceived quality versus quality of processes: A meta concept of service quality measurement. *The Service Industries Journal*, 33(2), 200–217. <https://doi.org/10.1080/02642069.2011.614337>
- Wang, H., Du, R., & Olsen, T. (2018). Feedback mechanisms and consumer satisfaction, trust and repurchase intention in online retail. *Information Systems Management*, 35(3), 201–219. <https://doi.org/10.1080/10580530.2018.1477301>
- Wang, H., Li, Y., Zhou, C., Jin, H., & Wang, L. (2021). The statistical analysis of multidimensional psychological characteristics and user

feedback willingness. *Advances in Mathematical Physics*, 2021(Article ID 2242807). <https://doi.org/10.1155/2021/2242807>

Wu, J., Wu, T., & Schlegelmilch, B. B. (2020). Seize the day: How online retailers should respond to positive reviews. *Journal of Interactive Marketing*, 52(1), 52–60. <https://doi.org/10.1016/j.intmar.2020.04.008>

Xu, Z., & Yuan, Y. (2009). Principle-based dispute resolution for consumer protection. *Knowledge-Based Systems*, 22(1), 18–27. <https://doi.org/10.1016/j.knosys.2008.04.009>

Konceptualni model za istraživanje faktora koji utječu na dopiranje do glasa korisnika

Marina OBRADOVIĆ, Dušan BOGIĆEVIĆ,

Maja GLOGOVAC, Milica MARIĆIĆ

Fakultet organizacijskih znanosti, Sveučilište u Beogradu,

Beograd, Srbija

Budući da bi glas korisnika (VoC) mogao biti od presudne važnosti za organizacijski uspjeh, dragocjeno je za organizaciju da pravodobno identificira motivirajuće i demotivirajuće faktore koji utječu na volju korisnika da ostave ili ne ostave povratne informacije o kvaliteti usluge. Cilj je ovog istraživanja promatrati kako svijest o pružanju povratnih informacija, osobna uvjerenja o utjecaju povratnih informacija, očekivanja od kompanije i organizacijska kultura utječu na odluku korisnika da ostave povratne informacije o kvaliteti proizvoda ili usluge. Da bi se ispitao utjecaj odabranih četiriju faktora, provedena je online anketa i analiza modeliranja strukturne jednadžbe (SEM). Rezultati pokazuju da svijest i organizacijska kultura pozitivno utječu na odluku korisnika da ostavi povratnu informaciju, dok očekivanja od kompanije negativno utječu na takvo ponašanje korisnika. Predstavljeni konceptualni model mogao bi osigurati nova gledanja na faktore koji utječu na ponašanje korisnika u vezi s njihovim odlukama da ostave povratne informacije i pokrenuti nova istraživanja na temu glasa korisnika (VoC).

Ključne riječi: glas korisnika, uključenost korisnika, povratne informacije, kvaliteta usluge, konceptualni model, SEM analiza



Međunarodna licenca / International License:
Imenovanje-Nekomercijalno / Attribution-NonCommercial



VICTIM OR ABUSER: VICTIMISATION BY DOMESTIC VIOLENCE AS A PREDICTOR OF VIOLENT BEHAVIOUR OF JUVENILES TOWARDS FAMILY MEMBERS

Ljiljana STEVKOVIĆ

Faculty of Special Education and Rehabilitation,
University of Belgrade, Belgrade, Serbia

UDK: 364.632-058.5/.6(497.11)

364.642-058.5/.6(497.11)

Original scientific paper

Received: January 7, 2021

Domestic violence (DV) manifests itself in different forms, given the specific dynamics of the relationship between the perpetrator and the victim. In addition to partner violence, child abuse and violence against the elderly, in recent years scientists have focused on the violent behaviour of juveniles towards other family members. The results of the research unequivocally point out the victimisation of juveniles as a risk factor for their violent behaviour towards parents and siblings. The paper aims to present a part of the research findings on juvenile domestic violence in Serbia on the connection between the victimisation of juveniles and their violent behaviour towards family members. The research was conducted on a sample of 1335 students of elementary (7th and 8th grade) and high (all grades) schools in Belgrade and Novi Sad. The results show a high prevalence of domestic violence committed by juveniles and a high prevalence of their victimisation by domestic violence. Additionally, the findings indicate a possibility of prediction of juvenile domestic violence, with the experience of victimisation as the most significant predictor of all risk factors that were tested.

Keywords: domestic violence, child-to-parent abuse, sibling abuse, juveniles, Serbia

✉ Ljiljana Stevković, Faculty of Special Education and Rehabilitation, University of Belgrade, Visokog Stevana 2, 11000 Belgrade, Serbia.
E-mail: stevkoviclj@gmail.com

INTRODUCTION

Violence as a multidimensional phenomenon with different aetiology, forms and consequences on a personal, family, social and global level, is a reality that every society faces regardless of its level of development.¹ Serbia with its history of interethnic conflicts, transition processes and degradation of moral and social values, faces an increase of violence, both within the family and between different individuals and social groups. We are witnessing the popularisation of violent behaviour among youth who acquire and maintain their status in peer groups by verbal, physical or even sexual abuse of those who are in any way different from them.

Domestic violence is a specific and one of the most socially dangerous forms of crime (Nikolić-Ristanović & Konstantinović Vilić, 2018). For centuries, various violent practices as a form of disciplining women and children had been socially accepted and even desirable patterns of behaviour. Feminist activists in the mid-1970s made a significant contribution to the opening of the family¹ and the understanding of domestic violence as a form of crime (Nikolić-Ristanović & Konstantinović Vilić, 2018). Shortly afterwards, child-to-parent violence was scientifically recognised thanks to Harbin and Madden (1979), who introduced the term 'battered parent syndrome', referring to the consequences of physical violence perpetrated by juveniles towards their parents. A year after, Straus and associates found that, along with child-to-parent violence (CPV), sibling violence (SV) was also present in American families, as the most frequent form of juvenile domestic violence (Straus et al., 1980).

Up until now, studies have provided some knowledge about the phenomenological characteristics of child-to-parent and sibling violence, while experiences in working with families in which juvenile domestic violence occurs indicated the multiple causes, which found empirical confirmation (e.g. Cottrell & Monk, 2004; Boxer et al., 2009). Factors contributing to the violent behaviour of juveniles towards family members are similar to risk factors of juvenile crime in general and include factors related to the characteristics and behaviour of violent juveniles (individual factors), those resulting from various mistakes² of parents and family dysfunction in general (family factors), and social factors, such as gender socialisation, socialising with delinquent peers and living in a criminal environment (Routt & Anderson, 2011).

Family risk factors, specifically the experience of interfamily victimisation, have gradually become the focus of research (Kennedy et al., 2010; Ibabe et al., 2013; Contreras & Cano, 2014; Nowakowski-Sims & Rowe, 2017; Beckmann, 2020; Del Hoyo-Bilbao et al., 2020). Experience of parent-to-child abuse and exposure to intimate partner violence, especially if

combined, increase the risk of internalising and externalising outcomes in adolescence (Evans et al., 2008; Moylan et al., 2010), including the child-to-parent and sibling violence. A linear correlation between parent-to-child abuse and subsequent child-to-parent abuse has been empirically confirmed (Pagani et al., 2004; Gámez-Guadix & Calvete 2012; Holt, 2013; Margolin & Baucom, 2014; Miles & Condry, 2015; Beckmann, 2020). Furthermore, previous studies have confirmed that parent-to-child violence predicts child-to-parent violence (Routt & Anderson, 2011; Contreras & Cano, 2016; Del Hoyo-Bilbao et al., 2020). Gallego and associates (2019) concluded that the probability of developing child-to-parent violence among adolescents victimised by their parents was 71% higher than in non-victimised adolescents under different conditions (i.e. community or judicial population, different types of violence: physical or psychological, and different types of victimisation: direct or indirect). Additionally, parents who seek professional help because of their child's violent behaviour towards them often tell a therapist about the child's witnessing incidents of the IPV (Biehal, 2012). In her study, Biehal (2012) found that the risk of child-to-parents violence triples if the child witnesses the IPV, which especially refers to the son-to-mother violence. Furthermore, sons who justify the father's violence against the mother more often use physical violence against mothers themselves (Gallagher, 2004; Del Hoyo-Bilbao et al., 2020). Besides inter-parental violence, non-violent family conflicts have been related to increased aggression in adolescents, and child-to-parent violence in particular (Ibabe & Bentler 2016).

Corporal punishment, which should be and in the present study is considered as a form of direct victimisation (Straus, 1994; Stevković, 2013), is also a salient predictor of child-to-parent and sibling violence (Bobic, 2002; McLaurin, 2005; Eriksen & Jensen, 2009; Ibabe et al., 2010). When parents use more severe forms of corporal punishment (they use more severe physical violence in order to discipline the child), the punished child uses more severe forms of physical violence towards a brother or a sister, as if he/she is trying to get revenge for what the parent did to him/her (Eriksen & Jensen, 2009).

Victimisation by domestic violence is also associated with the most severe forms of child-to-parent violence. It was identified as the most significant risk factor for child-to-parent killing, as a result of the identification of a child with an aggressive parent and his violent behaviour (in the case of indirect victimisation) (Flowers, 2002). Based on her clinical work, Heide developed a typology of parent killers, which includes a type of child-killer victim (Heide & Petee, 2007). Those are children with experience of continuous direct and indirect vic-

timisation that worsens over time. In these families, situations in which the other parent (usually the mother) does not help the child or protect him/her from an abusive parent are not rare. As a result, the child's tolerance of violent incidents decreases, so the primary motive for these murders is the ending of parent-to-child abuse when a child kills a parent out of desperation or fear (Heide & Petee, 2007; Heide & Frei, 2010).

THEORETICAL BACKGROUND

Various theoretical models have been used for explaining the correlation between the experience of domestic violence victimisation and subsequent juvenile violence towards family members. The most frequently applied is Bandura's theory of social learning (Bandura, 1977). Applied to the explanation of CPV and SV, the social learning theory proposes that violent behaviour is modelled through direct conditioning through reward and punishment (direct experience), and by observing and imitating the violent model (violent parent in the case of witnessing the IPV). The process of learning a violent pattern of behaviour takes place when a child is a direct victim of domestic violence, as well as when he/she is witnessing the IPV (mostly father-to-mother). A decisive influence is exercised by modelling throughout repetition and encouragement of the child's aggressive behaviour by the parents (Björkqvist, 1997, p. 71). This theory is often used in the explanation of the frequent victimisation of mothers (son-to-mother violence), and the influence of corporal punishment on CPV and SV. Juveniles who are exposed to corporal punishment perceive that their parents use violence to punish them for some wrongdoing or to make them change their behaviour (Siegel et al., 2006). As a result, children may perceive violence as an acceptable strategy for making others (parents or siblings) do whatever they (children) want (Stevanović & Srna, 2010). Consequently, CPV and SV are results of the child's belief that violence is an appropriate, useful conflict resolution (Holt, 2013).

The main postulates of the social learning theory are incorporated in the Theory of intergenerational transmission of violence. The basic assumption of this theory is that a child who grows up in a violent family will become violent towards others, especially towards parents and siblings. The family in which the IPV and/or parent-to-child abuse is present represents an environment for training' violent behaviour throughout repeated exposure of the child to such behaviour (Cornell & Gelles 1982; Hoffman & Edwards, 2004). In the context of sibling violence, a child repeats patterns of (violent) behaviour that he/she has witnessed or experienced directly, and the spectrum of violent behaviour towards a sibling can be broader and different from that to which he/she has been exposed (Hoffman & Edwards, 2004).

The hypothesis of two-way domestic violence, according to which children who are violent towards their parents are often victims of parental violence themselves (Boxer et al., 2009), is in line with the basic postulates of Patterson's theory of coercion (Patterson, 1986). Originally, the theory of coercion was based on basic postulates of the social learning theory, as one of the first theories of developmental criminology. According to this theory, learning of delinquent behaviour is a result of coercion that runs through four stages. The mechanism of coercion in high-risk families, such as families in which violent conflicts occur, is more often repeated because the child has more benefits from aggressive than from prosocial behaviour, which is not sufficiently supported by the parents (Patterson, 1998). Eventually, the child learns that violent behaviour helps him/her to gain control over the behaviour of the parents and to prevent possible future punishments. By repeating such behaviour, he/she begins to apply it in all conflict situations with his/her parents.

AIM AND HYPOTHESIS

Domestic violence committed by juveniles in Serbia has never been studied before, although the official data of the Statistical Office of the Republic of Serbia show that juveniles are reported, accused and even convicted for the criminal offence of domestic violence (Republički zavod za statistiku, 2021). Bearing that in mind, the author conducted quantitative and qualitative research on this form of juvenile violent crime in Serbia. In this paper, part of the results of the cross-sectional quantitative research is presented. The research aimed to determine the phenomenological and aetiological characteristics of violence committed by juveniles against family members, i.e. parents, siblings and grandparents. The research had nine hypotheses, out of which one hypothesis is relevant for the paper. This paper aims to present the results of the analysis based on the assumption that direct and indirect victimisation is a significant predictor of this form of juvenile violent crime.

METHOD

Sample

The quantitative research was conducted on a representative city-based sample, which consisted of 1335 pupils from elementary (7th and 8th grade) and secondary (all grades) schools in Belgrade and Novi Sad, the two largest cities in Serbia. The sample encompassed pupils from 12 to 19 years of age ($M = 15.46$; $Mdn = 16.00$; $SD = 1.760$) and was gender uniform, with slightly more boys (52.2%) than girls (47.8%).

Instrument

This research was conducted within the International Self-Report Delinquency Study 3 (ISRD3) project.² The data was collected by using a standardised ISRD3 questionnaire, which consists of eleven modules. The questionnaire is a combination of self-report and victimisation survey, and for data collection, in Serbia, an online questionnaire was used, but in its offline version (since some of the schools from the sample didn't have Internet access), FluidSurveys software was implemented. The first seven modules make a fixed (first) part of the questionnaire (Demographic background; Family; School; Victimization; Leisure and peers; Attitudes and values; Offending) and modules 8 to 10 make a flexible (second) part of the questionnaire (Substance use; Norm transmission strength; Procedural justice questions). The third part of the questionnaire consists of optional (module 11) and one or more nationally specific modules (Enzmann et al., 2018). The questionnaire used in Serbia had three additional modules, of which two were nationally specific, with questions about domestic violence victimisation (Family – Some things that may have happened to you) and questions regarding perpetration of domestic violence (Family – Some things you might have done).³ These two modules included questions about lifetime and last-year victimisation and violent behaviour. Both modules included questions about the frequency and continuity of victimisation and violent behaviour towards family members, as well as questions about who was violent towards respondents (mother or father, brother or sister, or both) and towards whom exactly the respondents were violent (mother or father, brother or sister, grandmother or grandfather, or both).

To conduct the current analysis, all variables from both nationally specific modules and two variables from the module Family (physical fights and the experience of repeated serious conflicts between parents) were selected.

Procedure

The school sample was randomly selected from the list of schools and classes in Belgrade and Novi Sad. In order to obtain approval for the implementation of the survey in elementary and secondary schools in selected cities, the Serbian Ministry of Education, Science and Technological Development was contacted. A positive opinion was obtained, but it wasn't obligatory for schools. Since schools in Serbia have autonomy, school principals were the ones who could accept or refuse the school's participation in the study. Originally, it was planned to include 24 schools, but six schools, four in Belgrade and two in Novi Sad refused access, mainly complaining about an increasing influx of studies to schools, too many obligations and so on. The final sample included twenty schools. Before

collecting the data, teachers and school psychologists were given detailed information about the aims of the research in a one-hour presentation. The questionnaire was administered in regular classes under the supervision of the researcher and it took about 45 minutes to complete. Participants were given guarantees of confidentiality and anonymity regarding their responses. Informed consent was obtained from parents and pupils and it resulted in 8% of pupils' refusal to take part in the survey, while only 6 pupils (0.4%) were excluded from the survey by parental decision (Stevković & Nikolić-Ristanović, 2016). The research had an action character. Pupils were given information regarding the person to whom they could turn to if they wanted to talk about what they were being questioned about, as well as persons and/or organisations/institutions they could turn to if they had experienced domestic violence or were violent towards family members. The researcher was also available to the respondents, if they wanted to talk about data collection or about their experiences in regard to what they were questioned about.

For data analysis, descriptive statistics and binary logistic regression were used. Descriptive statistics were used to analyse the characteristics of the sample, as well as for the prevalence of different types of domestic violence victimisation of the respondents and different types of their violent behaviour towards family members. Binary logistic regression was used to test the possibility of prediction of juvenile domestic violence by their experience of victimisation within the family. Originally, other variables were also included in the analysis but, bearing in mind the aim of the paper, they will not be presented. All results presented in the paper relate to the lifetime juvenile violent behaviour towards family members and lifetime victimisation.

RESULTS

Prevalence of violent behaviour of juveniles towards family members and victimisation by domestic violence

To obtain data on the prevalence of juvenile domestic violence, the respondents were asked to report if they had perpetrated one or more forms of violent behaviour mentioned in the questionnaire during their lifetime (Table 1). The results showed that the majority of pupils (69.5%, $n = 965$) were violent towards family members at some point in their lives, with sibling violence as the most frequent form, followed by child-to-parent violence and grandchild-to-grandparent violence. More precisely, the most prevalent forms of violence are physical sibling violence, followed by psychological violence against parents, grandparents and siblings. A lower prevalence was found

➲ TABLE 1
Number and percentage of respondents who committed domestic violence

Type of violent behaviour	N	%
According to the relationship between juvenile and family member-victim	Child-to-parents violence	487
	Sibling violence	672
	Grandchild-to-grandparents violence	375
According to the method of perpetration	Psychological violence towards parents	400
	Physical violence towards parents	245
	Psychological sibling violence	271
	Physical sibling violence	506
	Psychological violence towards grandparents	306
	Physical violence towards grandparents	165

N = 1335

As the data in Table 2 suggest, many of the respondents were victims of indirect and direct victimisation by domestic violence at some point in their lives as well. More than half of them, as was expected, were exposed to continuous corporal punishment, as well as psychological abuse by parents. Also, slightly less than half of the respondents were victims of psychological sibling violence, as well as victims of indirect victimisation, i.e. they were exposed to severe inter-parental violence manifested as repeated verbal conflicts and/or physical fights between parents.

➲ TABLE 2
Number and percentage of respondents with experience of domestic violence victimisation

Type of violent victimisation	N	%
Corporal punishment	756	56.6
Psychological violence by parents	728	54.7
Physical violence by parents	283	21.4
Psychological violence by siblings	638	47.5
Physical violence by siblings	207	17.5
Indirect victimisation	596	44.4

N = 1335

Domestic violence victimisation of juveniles as a predictor of perpetration of domestic violence

Tables 3, 4 and 5 provide the results of the logistic regression used to answer the question of whether the experience of parent-to-child and sibling abuse victimisation and witnessing inter-parental violence can predict the perpetration of juvenile do-

• TABLE 3
Binary logistic regression of violent behaviour of juveniles towards family members (regardless of relationship and method of perpetration) predicted by domestic violence victimisation of juveniles

mestic violence and which of the above-mentioned predictors have the strongest influence on juvenile violent behaviour towards family members.

The regression model (Table 3) was found to be statistically significant ($\chi^2(5) = 124.47; p < 0.001$, Nagelkerke $R^2 = 0.457$) and it correctly classified 86.1% of cases (PAC = 86.1). When it comes to domestic violence of juveniles in general, regardless of the relationship between a violent juvenile and a family member who is a victim of his/her behaviour, all predictors are significant. The experience of corporal punishment and victimisation by psychological sibling violence have the strongest influence (Table 3). Respondents who experienced continuous corporal punishment compared to those without that experience have a fivefold higher risk of being violent towards one or more family members. Similarly, the probability of committing domestic violence increases 4.27 times with the experience of victimisation by psychological sibling violence, while it increases 3.73 times and 3.37 times, respectively, with the experience of victimisation by mild and severe physical sibling violence.

Type of victimisation as a predictor	B	Exp. (B)	p	95% CI for B	
				Lower bound	Upper bound
Physical fights between parents ¹	0.796	2.217	0.002**	1.349	3.645
Verbal conflicts between parents ¹	0.978	2.683	0.000***	2.047	3.516
Corporal punishment ²	1.612	5.013	0.000***	3.892	6.456
Psychological violence by parents ²	1.114	3.047	0.000***	2.143	4.331
Mild physical violence by parents ²	1.059	2.884	0.000***	2.242	3.710
Severe physical violence by parents ²	0.634	1.885	0.006**	1.197	2.967
Psychological violence by siblings ²	1.453	4.276	0.001**	2.695	6.785
Mild physical violence by siblings ²	1.319	3.739	0.059	2.801	4.991
Severe physical violence by siblings ²	1.311	3.371	0.002**	2.170	6.346

¹ Indirect victimisation; ² Direct victimisation. ** $p < 0.01$, *** $p < 0.001$

Regarding violent behaviour towards parents, the logistic regression model (Table 4) proved to be statistically significant ($\chi^2(5) = 93.02; p < 0.001$, Nagelkerke $R^2 = 0.508$), and it correctly classified 73.1% of cases (PAC = 73.1). Except for the experience of victimisation with mild physical sibling violence, all other predictors are significant. Once again, the experience of corporal punishment has the strongest influence. Respondents whose parents use corporal punishment to discipline them have a 3.77 times higher chance of being violent towards their parents than children whose parents use non-violent methods of discipline. As was expected, other forms of abuse by parents have a stronger influence than victimisation with sibling violence.

Type of victimisation as a predictor	B	Exp. (B)	<i>p</i>	95% CI for B	
				Lower bound	Upper bound
Physical fights between parents ¹	0.836	2.308	0.000***	1.570	3.394
Verbal conflicts between parents ¹	0.929	2.518	0.000***	1.994	3.719
Corporal punishment ²	1.315	3.775	0.000***	2.903	4.778
Psychological violence by parents ²	0.882	2.416	0.000***	1.849	3.157
Mild physical violence by parents ²	0.653	1.921	0.000***	1.531	2.409
Severe physical violence by parents ²	0.848	2.336	0.000***	1.615	3.378
Psychological violence by siblings ²	0.537	1.711	0.001**	1.261	2.322
Mild physical violence by siblings ²	0.235	1.265	0.059	0.991	1.615
Severe physical violence by siblings ²	0.551	1.735	0.002**	1.215	2.447

¹ Indirect victimisation; ² Direct victimisation. ** *p* < 0.01, *** *p* < 0.001

© TABLE 4
Binary logistic regression of violent behaviour towards parents predicted by domestic violence victimisation of juveniles

© TABLE 5
Binary logistic regression of violence against siblings predicted by domestic violence victimisation of juveniles

The regression model for violence against siblings (Table 5) proved to be significant ($\chi^2(5) = 123.51$; *p* < 0.001, Nagelkerke $R^2 = 0.422$), and it correctly classifies 82.1% of cases (PAC = 82.1). Six predictors are statistically significant, with victimisation by mild physical sibling violence and psychological sibling violence as predictors with the strongest influence. Data show that the risk of being violent towards a brother or sister is 4 times higher for respondents who experienced mild physical sibling abuse and 3.7 times higher for those who experienced psychological sibling abuse. Additionally, the experience of corporal punishment increases the risk of violent behaviour towards siblings 2.7 times.

Type of victimisation as a predictor	B	Exp. (B)	<i>p</i>	95% CI for B	
				Lower bound	Upper bound
Physical violence between parents ¹	0.353	1.424	0.098	0.936	2.164
Verbal conflicts between parents ¹	0.473	1.605	0.000***	1.260	2.044
Corporal punishment ²	1.029	2.797	0.000***	2.205	3.548
Psychological violence by parents ²	0.615	1.805	0.000***	1.378	2.482
Mild physical violence by parents ²	0.823	2.276	0.000***	1.799	2.880
Severe physical violence by parents ²	0.186	1.205	0.362	0.807	1.798
Psychological violence by siblings ²	1.318	3.738	0.001**	2.242	5.287
Mild physical violence by siblings ²	1.431	4.185	0.059	3.289	5.374
Severe physical violence by siblings ²	0.905	2.472	0.002**	1.685	3.628

¹ Indirect victimisation; ² Direct victimisation. ** *p* < 0.01, *** *p* < 0.001

Finally, the regression model for violence against grandparents (Table 6) proved to be significant ($\chi^2(5) = 46.32$; *p* < 0.001, Nagelkerke $R^2 = 0.401$), and it correctly classified 76.0% of cases (PAC = 76.0). Six predictors were found to be significant, but with a less strong influence than they have on the pre-

TABLE 6
Binary logistic regression of violence towards grandparents predicted by domestic violence victimisation of juveniles

diction of violence towards parents and sibling violence. Once again, the experience of corporal punishment is a predictor with the strongest influence – the risk for violence towards grandparents is doubled for respondents whose parents use violent disciplinary methods.

Type of victimisation as a predictor	B	Exp. (B)	<i>p</i>	95% CI for B	
				Lower bound	Upper bound
Physical violence between parents ¹	0.426	1.131	0.037*	1.026	2.285
Verbal conflicts between parents ¹	0.762	2.142	0.000***	1.667	2.736
Corporal punishment	0.893	2.442	0.000***	1.888	3.158
Psychological violence by parents	0.615	1.850	0.011*	1.378	2.482
Mild physical violence by parents	0.510	1.665	0.000***	1.310	2.117
Severe physical violence by parents	0.674	1.962	0.000***	1.349	2.855
Psychological violence by siblings	0.252	1.287	0.130	0.929	1.784
Mild physical violence by siblings	0.350	1.419	0.008**	1.094	1.840
Severe physical violence by siblings	0.708	2.030	0.000***	1.410	2.924

¹ Indirect victimisation; ² Direct victimisation. ** *p* < 0.01, *** *p* < 0.001

DISCUSSION

The main aim of the present study was to analyse whether the experience of domestic violence victimisation of juveniles contributes to the prediction of their violent behaviour towards family members. As was expected, pupils' reports indicate a high prevalence of juvenile domestic violence in Serbia, with sibling violence as the most prevalent form, which is in line with the findings of numerous studies suggesting that sibling abuse is a common form of family violence and the most frequent form of maltreatment experienced by children (Straus et al., 1980; Button & Gealt, 2010; Purcell et al., 2014; Phillips et al., 2018). On the other hand, the prevalence of sibling violence in Serbia is much higher than in some countries, such as Turkey, where only 8% of respondents from the sample (70 out of $N = 1105$) reported perpetrating sibling abuse (Kiziltepe & Axel, 2017). Also, the results indicate a much higher prevalence of child-to-parent violence than in the USA, Canada and Europe, where the prevalence rate is between 5% and 13% (Ulman & Staus, 2003; Pagani et al., 2009; Calvete et al., 2011). These discrepancies could be a result of differences in methodologies and samples used in these studies. Findings based on adolescent reports, like in the present study, indicate prevalence rates for physical child-to-parent violence between 7% and 22%, and psychological violence between 65.8% and 95.3% (Calvete et al., 2017). The results of the present study showed that pupils from the sample were also victims of domestic violence. More than half of them experienced corporal punishment (56.6%) and psychological child-to-parent abuse

(54.7%). Moreover, slightly less than half of them (almost every second respondent) were victims of indirect victimisation. These findings are not surprising since they speak in favour of the high prevalence of domestic violence in Serbia, both intimate partner violence and child abuse.

This research also provides important findings on the prediction of violent behaviour towards family members by the experience of domestic violence victimisation. The results of the present study corroborated the relevance of violent family discipline, child abuse, sibling abuse, and family conflicts as risk factors for juvenile domestic violence. The regression model of child-to-parent violence based on victimisation by domestic violence based on respondents' reports explained 50% of the variance, while the regression model of sibling violence explained 42% of the variance, and the regression model of grandchild-to-grandparent violence based on victimisation by domestic violence explained 40% of the variance. These are excellent and parsimonious statistical models. Findings reveal that all forms of direct and indirect victimisation are a significant risk factor for the child-victim to become a violent child (sibling/grandchild) who will, out of anger or fear, retaliate with aggression against those who primarily used violence against them (e.g. parent or sibling), or they will 'learn' that violence will help them get whatever they want, so they will use violence against other family members who may not have behaved hurtfully towards them. Unsurprisingly, the experience of corporal punishment was found to be the most significant predictor that increases the likelihood of juvenile domestic violence fivefold. Aggressive and abusive discipline by parents may evoke feelings of fear, anxiety, and anger in children, therefore, the reversal of a child's violence against a parent is not necessarily something bad and pathological, because it could be a survival response by the child when their well-being is threatened (Loeber & Hay, 1997). The results of a longitudinal study on a national sample of USA male adolescents indicate a reciprocal relationship between parent-to-child abuse and child-to-parent violence, characterised by countervailing effects (UNICEF, 2010). Similarly, an eight-year longitudinal study on a sample of violent children and parents, victims of their violent behaviour, show that the experience of witnessing father-to-mother violence increases the risk of a child's verbal aggression towards parents (Margolin & Baucom, 2014). Similarly, Routt and Anderson (2011) confirmed that among children who were violent towards their parents, more than half witnessed inter-parental violence (53%), while more than a third were victims of physical abuse (38%).

Results of the present study reveal that experience of domestic violence victimisation is a predictor of sibling violence

as well, which is consistent with the findings of other studies (e.g., Linares, 2006; Phillips et al., 2018). Unsurprisingly, the strongest correlation was found between victimisation by sibling violence and the perpetration of sibling violence. Moreover, it was found that experiencing mild physical sibling abuse increases the risk of acting violently against a brother or sister, four times. This is consistent with the findings of other studies on the overlapping role of victim and perpetrator (Hardy et al., 2010; Tippett & Wolke, 2015). This could be explained in two ways: sibling abuse could be the result of delayed revenge for the experience of previous (sibling) abuse or it is a defensive reaction to the acute violent situation of (mostly) physical violence committed by his/her brother or sister.

In addition to child-to-parent violence and sibling violence, the results show that the prevalence of psychological and mild physical grandchild-to-grandparent violence increases with the experience of victimisation by domestic violence, especially with the experience of corporal punishment, while the prevalence of severe forms of physical violence increases with the experience of victimisation by more severe physical abuse by parents. This is in line with the rare empirical knowledge about the violence of underaged grandchildren towards grandparents (Flowers, 2002; Brownell et al., 2003). Like child-to-parent violence, the experience of corporal punishment was found to be the most significant predictor. Grandparents have an important role in the upbringing of grandchildren that is often similar to parenting. A child experiencing corporal punishment perceives violence as a useful strategy for achieving the goal and making others do what he/she wants (Stevanović & Srna, 2010), so he/she can apply that strategy to the relationship with a grandparent.

This research contributed to shedding light on the problem of juvenile domestic violence in Serbia, which is important since this hidden form of domestic violence is unrecognised in the public discourse, although, as mentioned above, official data show that juveniles are officially registered as perpetrators of this violent offence. The quality of this study comes from the fact that it provides knowledge on mild and severe forms of juvenile violent behaviour towards parents, siblings and grandparents. Moreover, the findings contributed to the identification and recognition of child abuse as a risk factor for the intergenerational transmission of violence.

It is important, however, to acknowledge the study's limitations. It does not explain how child abuse and interparental violence influence juvenile domestic violence over time. In order to better understand the dynamics of the association between violent victimisation and violent behaviour in the context of juvenile domestic violence, it would be preferable to conduct longitudinal studies. Future research should ob-

tain more detailed information on the directionality of inter-personal violence in child-parent relationships, sibling relationships and grandchild-grandparent relationships in order to find out to what extent juvenile domestic violence is bidirectional or unidirectional violence. Another limitation comes from the use of self-reports. One of the shortages of self-report surveys is false and socially desirable answers. Additional worries come from cognitive issues (whether the respondent understands the questions) and social issues (has the environment in which the person is filling out the questionnaire impacted their answers) (Brener et al., 2003; Lucas & Baird, 2006). The ISRD project uses many tools to help ensure that this self-reported data is as accurate as it can be. The researcher is present in the classroom while pupils fill out the questionnaire. At the very beginning, before the pupils start filling out the questionnaire, they are given detailed information about the questionnaire and the researcher helps them understand the questions if needed. The ISRD questionnaire gets reviewed every few years to incorporate new areas of focus or rewrite problematic questions to get data as accurately as possible. A lack of complete response is one of the problems with self-reported data. The ISRD 3 questionnaire design envisages questions that must be answered in order to move on to the next question. Moreover, pupils were answering the questionnaire on Tablets, which they found interesting. The University of Hamburg re-evaluated and cleaned data for each country participating in the project and analysed the probability of socially desirable answers. In Serbia, 1344 pupils filled out the questionnaire, but nine of them were excluded from the analysis because they were incomplete. Moreover, the probability of socially desirable answers was found to be less than 1%. Bearing that in mind, it can be assumed but not claimed with certainty that the data on the prevalence rates of juvenile domestic violence is as close to the real picture as it can be.

CONCLUSION

To conclude, aggressive parental discipline and child abuse, as well as witnessing inter-parental violence should be considered as important risk factors for child-to-parent violence as well as for grandchild-to-grandparent violence. Additionally, there is a high risk of committing sibling abuse for those who were victimised by sibling abuse, often as bidirectional violence. Therefore, raising awareness about this hidden form of domestic violence and violent juvenile crime and its serious consequences for a violent child, for victims of their violent behaviour, and for the whole family, is necessary. Finally, it is necessary to develop and implement evidence-based prevention strategies and programmes for the empowerment of

families in which this form of violence persists. Families in the situation of juvenile domestic violence, especially in the context of child-to-parent violence, have specific needs at the personal, family and social levels, so the interventions should be focused on their needs. To prevent CPV and SV, parents could benefit from training to reduce abusive discipline and from training in recognising the nuances between sibling rivalry and sibling abuse and reducing prejudices about the innocence of sibling violence. Therefore, maybe the starting point should be in promoting positive parenting programmes that focus on the acquisition of parenting skills that improve the exercise of parenting (Rodrigo et al., 2009). However, when children use violence over time and when parents, siblings and grandparents, fear their child, sibling or grandchild, they need to be empowered to get out of that situation.

Funding

This research was funded by the Swiss Federal Office for Migration, as a part of the International Self-Report Study 3 (ISRD3). Thanks to Professor Martin Killias, who applied for funding for the ISRD3 project in Switzerland, Serbia and a few other countries, this research was possible.

Conflicts of interest

The author declares no conflict of interest. The funders had no role in the design of the study, in the collection, analyses, or interpretation of data, in the writing of the manuscript, or in the decision to publish the results.

NOTES

¹ In this paper a part of the research findings of the author's doctoral dissertation on "Juvenile domestic violence", approved by the Faculty of Special Education and Rehabilitation, University of Belgrade, are presented.

² For more information see the project's website <https://web.northeastern.edu/isrd/>.

³ Data regarding juvenile domestic violence are 'locked' for the purposes of dissertation of the author of this paper, and only she has access to this data.

REFERENCES

- Bandura, A. (1977). *Social learning theory*. Prentice Hall.
- Beckmann, L. (2020). Family relationships as risks and buffers in the link between parent-to-child physical violence and adolescent-to-parent physical violence. *Journal of Family Violence*, 35(2), 131–141. <https://doi.org/10.1007/s10896-019-00048-0>
- Biehal, N. (2012). Parent abuse by young people on the edge of care: A child welfare perspective. *Social Policy and Society*, 11(2), 251–263. <https://doi.org/10.1017/S1474746411000595>

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 619-638

STEVKOVIĆ, LJ.:
VICTIM OR ABUSER...

- Björkqvist, K. (1997). Learning aggression from models: From social learning toward a cognitive theory of modelling. In S. Feshbach & J. Zagrodzka (Eds.), *Aggression: Biological, developmental and social perspectives* (pp. 69–81). Plenum Press. https://doi.org/10.1007/978-1-4615-5883-5_5
- Bobic, N. (2002). *Adolescent violence towards parents: Myths and realities*. Rosemount Youth and Family Services.
- Boxer, P., Gullan, R. L., & Mahoney, A. (2009). Adolescent physical aggression towards parents in a clinically referred sample. *Journal of Clinical Child and Adolescent Psychology*, 38(1), 106–116. <https://doi.org/10.1080/15374410802575396>
- Brener, N. D., Billy, J. O., & Grady, W. R. (2003). Assessment of factors affecting the validity of self-reported health-risk behavior among adolescents: Evidence from the scientific literature. *Journal of Adolescent Health*, 33(6), 436–457. [https://doi.org/10.1016/S1054-139X\(03\)00052-1](https://doi.org/10.1016/S1054-139X(03)00052-1)
- Brownell, P., Berman, J., Nelson, A., & Fofana, R. C. (2003). Grandparents raising grandchildren: The risks of caregiving. *Journal of Elder Abuse and Neglect*, 15(3/4), 5–31. https://doi.org/10.1300/J084v15n03_02
- Button, D., & Gealt, R. (2010). High risk behaviors among victims of sibling abuse. *Journal of Family Violence*, 25(2), 131–140. <https://doi.org/10.1007/s10896-009-9276-x>
- Calvete, E., Orue, I., & González-Cabrera, J. M. (2017). Violencia filio parental: Comparando lo que informan los adolescentes y sus progenitores [Child-to-parent violence: Comparing adolescent-reports with parent-reports]. *Revista de Psicología Clínica con Niños y Adolescentes*, 4(1), 9–15. <https://www.revistapcna.com/sites/default/files/16-08.pdf>
- Calvete, E., Orue, I., & Sampedro, R. (2011). Violencia filio-parental en la adolescencia: Características ambientales y personales [Child to parent violence in adolescence: Environmental and individual characteristics]. *Infancia y Aprendizaje*, 34(3), 349–363. <https://doi.org/10.1174/021037011797238577>
- Contreras, L., & Cano, C. (2014). Family profile of young offenders who abuse their parents: A comparison with general offenders and non-offenders. *Journal of Family Violence*, 29(8), 901–910. <https://doi.org/10.1007/s10896-014-9637-y>
- Contreras, L., León, S. P., & Cano-Lozano, M. C. (2020). Socio-cognitive variables involved in the relationship between violence exposure at home and child-to-parent violence. *Journal of Adolescence*, 80(1), 19–28. <https://doi.org/10.1016/j.adolescence.2020.01.017>
- Cornell, C. P., & Gelles, R. J. (1982). Adolescent to parent violence. *Urban and Social Change Review*, 15(1), 8–14.
- Cottrell, B., & Monk, P. (2004). Adolescent-to-parent abuse: A qualitative overview of common themes. *Journal of Family Issues*, 25(8), 1072–1095. <https://doi.org/10.1177/0192513X03261330>
- Del Hoyo-Bilbao, J., Orue, I., Gámez-Guadix, M., & Calvete, E. (2020). Multivariate models of child-to-mother violence and child-to-father violence among adolescents. *European Journal of Psychology Applied to Legal Context*, 12(1), 11–21. <https://doi.org/10.5093/ejpalc2020a2>
- Enzmann, D., Kivivuori, J., Haen Marshall, I., Steketee, M., Hough, M., & Killias, M. (2018). *A global perspective on young people as offenders*

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 619-638

STEVKOVIĆ, LJ.:
VICTIM OR ABUSER...

- and victims: First results of the ISRD3 Study.* Springer International Publishing. <https://doi.org/10.1007/978-3-319-63233-9>
- Eriksen, S., & Jensen, V. (2009). A push or punch: Distinguishing the severity of sibling violence. *Journal of Interpersonal Violence*, 24(1), 183–208. <https://doi.org/10.1177/0886260508316298>
- Evans, S. E., Davies, C., & DiLillo, D. (2008). Exposure to domestic violence: A meta-analysis of child and adolescent outcomes. *Aggression and Violent Behavior*, 13(2), 131–140. <https://doi.org/10.1016/j.avb.2008.02.005>
- Flowers, B. R. (2002). *Kids who commit adult crimes: Serious criminality by juvenile offenders.* The Haworth Press.
- Gallagher, E. (2004). Parents victimized by their children. *Australian and New Zealand Journal of Family Therapy*, 25(1), 1–12. <https://doi.org/10.1002/j.1467-8438.2004.tb00573.x>
- Gallego, R., Novo, M., Fariña, F., & Arce, R. (2019). Child-to-parent violence and parent-to-child violence: A meta-analytic review. *European Journal of Psychology Applied to Legal Context*, 11(2), 51–59. <https://doi.org/10.5093/ejpalc2019a4>
- Gámez-Guadix, M., & Calvete, E. (2012). Violencia filioparental y su asociación con la exposición a la violencia marital y la agresión de padres a hijos. [Child-to-parent violence and its association with exposure to marital violence and parent-to-child violence]. *Psicothema*, 24(2), 277–283.
- Harbin, H., & Madden, D. (1979). Battered parents: A new syndrome. *American Journal of Psychiatry*, 136(10), 1288–1291. <https://doi.org/10.1176/ajp.136.10.1288>
- Hardy, M., Beers, B., Burgess, C., & Taylor, A. (2010). Personal experience and perceived acceptability of sibling aggression. *Journal of Family Violence*, 25(1), 65–71. <https://doi.org/10.1007/s10896-009-9270-3>
- Heide, K. M., & Frei, A. (2010). Matricide: A critique of the literature. *Trauma, Violence & Abuse*, 11(1), 3–17. <https://doi.org/10.1177/152483809349517>
- Heide, K. M., & Petee, T. A. (2007). Parricide: An examination of 24 years of U.S. data. *Journal of Interpersonal Violence*, 22(11), 1382–1399. <https://doi.org/10.1177/0886260507305526>
- Hoffman, K. L., & Edvards, J. N. (2004). An integrated theoretical model of sibling violence and abuse. *Journal of Family Violence*, 19(3), 185–200. <https://doi.org/10.1023/B:JOFV.0000028078.71745.a2>
- Holt, A. (2013). *Adolescent-to-parent abuse: Current understandings in research, policy and practice.* The Policy Press. <https://doi.org/10.46692/9781447308645>
- Ibabe, I., & Bentler, P. M. (2016). The contribution of family relationships to child-to-parent violence. *Journal of Family Violence*, 31(2), 259–269. <https://doi.org/10.1007/s10896-015-9764-0>
- Ibabe, I., & Jaureguizar, J. (2010). Child-to-parent violence: Profile of abusive adolescents and their families. *Journal of Criminal Justice*, 38(4), 616–624. <https://doi.org/10.1016/j.jcrimjus.2010.04.034>
- Ibabe, I., Jaureguizar, J., & Bentler, P. M. (2013). Risk factors for child-to-parent violence. *Journal of Family Violence*, 28(5), 523–534. <https://doi.org/10.1007/s10896-013-9512-2>

- Kennedy, T., Edmonds, W., Dann, K., & Burnett, K. (2010). The clinical and adaptive features of young offenders with histories of child-parent violence. *Journal of Family Violence*, 25(5), 509–520. <https://doi.org/10.1007/s10896-010-9312-x>
- Kızıltepe, R., & Aksel, S. (2017). *The prevalence of sibling abuse in Turkish adolescents*. [Unpublished paper presented at the 15th European Congress of Psychology, July 11 to July 14, 2017, Amsterdam, Holland] (paper obtained from authors).
- Linares, O. L. (2006). An understudied form of intra-family violence: Sibling-to-sibling aggression among foster children. *Aggression and Violent Behavior*, 11(1), 95–109. <https://doi.org/10.1016/j.avb.2005.07.001>
- Loeber, R., & Hay, D. (1997). Key issues in the development of aggression and violence from childhood to early adulthood. *Annual Review of Psychology*, 48, 37–410. <https://doi.org/10.1146/annurev.psych.48.1.371>
- Lucas, R. E., & Baird, B. M. (2006). Global self-assessment. In M. Eid & E. Diener (Eds.), *Handbook of multimethod assessment* (pp. 29–42). American Psychological Association. <https://doi.org/10.1037/11383-003>
- Margolin, G., & Baucom, B. R. (2014). Adolescents' aggression to parents: Longitudinal links with parents' physical aggression. *Journal of Adolescent Health*, 55(5), 645–651. <https://doi.org/10.1016/j.jadohealth.2014.05.008>
- McLaurin, S. L. (2005). *Childhood experiences of sibling abuse: An investigation into learned helplessness*. (Unpublished doctoral dissertation). Virginia Polytechnic Institute and State University.
- Miles, C., & Condry, R. (2015). Responding to adolescent to parent violence: Challenges for policy and practice. *British Journal of Criminology*, 55(6), 1076–1095. <https://doi.org/10.1093/bjc/azv095>
- Moylan, C. A., Herrenkohl, T. I., Sousa, C., Tajima, E. A., Herrenkohl, R. C., & Russo, M. J. (2010). The effects of child abuse and exposure to domestic violence on adolescent internalizing and externalizing behavior problems. *Journal of Family Violence*, 25(1), 53–63. <https://doi.org/10.1007/s10896-009-9269-9>
- Nikolić-Ristanović, V., & Konstantinović Vilić, S. (2018). *Kriminologija [Criminology]*. Izdavačko-grafičko preduzeće "Prometej".
- Nowakowski-Sims, E., & Rowe, A. (2017). The relationship between childhood adversity, attachment, and internalizing behaviors in a Diversion program for child-to-mother violence. *Child Abuse and Neglect*, 72, 266–275. <https://doi.org/10.1016/j.chab.2017.08.015>
- Pagani, L., Tremblay, R. E., Nagin, D., Zoccolillo, M., Vitaro, F., & McDuff, P. (2004). Risk factor models for adolescent verbal and physical aggression toward mothers. *International Journal of Behavioral Development*, 28(6), 528–537. <https://doi.org/10.1080/01650250444000243>
- Pagani, L., Tremblay, R. E., Nagin, D., Zoccolillo, M., Vitaro, F., & McDuff, P. (2009). Risk factor models for adolescent verbal and physical aggression toward fathers. *Journal of Family Violence*, 24(3), 173–182. <https://doi.org/10.1007/s10896-008-9216-1>
- Patterson, G. R. (1986). Performance models for antisocial boys. *American Psychologist*, 41(4), 432–444. <https://doi.org/10.1037/0003-066X.41.4.432>

- Patterson, G. R. (1998). Coercion as a basis for the early age of onset for arrest. In J. McCord (Ed.), *Coercion and punishment in long-term perspectives* (pp. 81–105). Cambridge University Press. <https://doi.org/10.1017/CBO9780511527906.005>
- Phillips, D., Bowie, B., Wan, D., & Yukevich, K. (2018). Sibling violence and children hospitalized for serious mental and behavioral health problems. *Journal of Interpersonal Violence*, 33(16), 2558–2578. <https://doi.org/10.1177/0886260516628289>
- Purcell, R., Baksheev, G. N., & Mullen, P. E. (2014). A descriptive study of juvenile family violence: Data from intervention order applications in a children's court. *International Journal of Law and Psychiatry*, 37(6), 558–563. <https://doi.org/10.1016/j.ijlp.2014.02.029>
- Republički zavod za statistiku [Statistical Office of the Republic of Serbia] (2021). *Maloletni učinioци krivičnih dela 2020* [Juvenile perpetrators of crime 2020]. Saopštenje br. 194. Retrieved January 3, 2021, from <https://publikacije.stat.gov.rs/G2021/Pdf/G20211194.pdf>
- Rodrigo, M. J., Martín Quintana, J. C., Cabrera Casimiro, E., & Máiquez Chaves, M. L. (2009). Las competencias parentales en Contextos de Riesgo Psicosocial [Parental competencies in the context of psychosocial care]. *Psychosocial Intervention*, 18(2), 113–120. <https://doi.org/10.5093/in2009v18n2a3>
- Rouitt, G., & Anderson, L. (2011). Adolescent violence toward parents. *Journal of Aggression, Maltreatment and Trauma*, 20(1), 1–9. <https://doi.org/10.1080/10926771.2011.537595>
- Siegel, L. J., Welsh, B. C., & Senna, J. J. (2006). *Juvenile delinquency: Theory, practice and law*. Thompson Wadsworth.
- Stevanović, I., & Srna, J. (2010). Eliminisanje telesnog kažnjavanja dece kao ljudsko pravo [Elimination of corporal punishment of children as human right]. *Temida*, 13(4), 37–48. <https://doi.org/10.2298/TEM1004037S>
- Stevković, Lj. (2013). Telesna kazna: Nasilno sredstvo vaspitanja dece kao faktor rizika nasilnog ponašanja u odrasлом добу [Corporal punishment: Violent means of raising children as a risk factor for violent behavior in adulthood]. *Zbornik Instituta za kriminološka i sociološka istraživanja*, 32(2), 165–184.
- Stevković, Lj., & Nikolić-Ristanović, V. (2016). Istraživanje maloletničke delinkvencije u Srbiji primenom Međunarodne ankete samoprijavljanjem (ISRD3) – Metodološki okvir [Research of juvenile delinquency by using International self-report survey (ISRD3) – Methodological framework]. In V. Nikolić-Ristanović (Ed.), *Delinkvencija i viktimizacija maloletnih lica u Srbiji: Rezultati Međunarodne ankete samoprijavljanjem delinkvencije* [Delinquency and victimization of juveniles in Serbia: International self-reported delinquency study] (pp. 4–78). Izdavačko preduzeće "Prometej".
- Straus, M. A. (1994). Should the use of corporal punishment by parents be considered child abuse? In M. A. Mason & E. Gambrill (Eds.), *Debating children's lives: Current controversies on children and adolescents* (pp. 196–222). Sage.
- Straus, M. A., Gelles, R., & Steinmetz, S. (1980). *Behind closed doors: Violence in the American family*. Double-day.

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 619-638

STEVKOVIĆ, LJ.:
VICTIM OR ABUSER...

Tippett, N., & Wolke, D. (2015). Aggression between siblings: Associations with the home environment and peer bullying. *Aggressive Behavior, 41*(1), 14–24. <https://doi.org/10.1002/ab.21557>

Ulman, A., & Straus, M. A. (2003). Violence by children against mothers in relation to violence between parents and corporal punishment by parents. *Journal of Comparative Family Studies, 34*(1), 41–60. <https://doi.org/10.3138/jcfs.34.1.41>

UNICEF (2010). *Child disciplinary practices at home evidence from a range of low-and middle-income countries*. New York, NY, USA. Retrieved December 3, 2021, from <https://data.unicef.org/resources/child-disciplinary-practices-at-home-evidence-from-a-range-of-low-and-middle-income-countries/>

Žrtva ili počinitelj: viktimizacija obiteljskim nasiljem kao prediktor nasilnoga ponašanja maloljetnika prema članovima obitelji

Ljiljana STEVKOVIĆ

Fakultet za specijalnu edukaciju i rehabilitaciju, Sveučilište u Beogradu, Beograd, Srbija

Nasilje u obitelji iskazuje se na razne načine, s obzirom na specifičnu dinamiku odnosa između počinitelja i žrte. Uz partnerško nasilje i nasilje nad djecom i starijima, u zadnje vrijeme znanstvenici su pažnju upravili na nasilničko ponašanje maloljetnih članova obitelji prema drugim članovima obitelji. Rezultati istraživanja ovog oblika nasilja u obitelji nedvojbeno izdvajaju viktimizaciju maloljetnika kao faktor rizika za njihovo nasilničko ponašanje prema roditeljima i braći i sestrama. Cilj je ovog rada prikazati dio rezultata kvantitativnog istraživanja obiteljskoga nasilja nad maloljetnicima u Srbiji, koji se odnose na odnos viktimizacije maloljetnika i njihova nasilnog ponašanja prema članovima obitelji. Istraživanje je provedeno na uzorku od 1335 učenika osnovnih i srednjih škola u Beogradu i Novom Sadu. Rezultati govore u prilog visokoj prevalenciji obiteljskoga nasilja nad maloljetnicima i visokoj prevalenciji viktimizacije maloljetnika obiteljskim nasiljem. Istraživanje je dalo važne podatke o mogućnosti predikcije obiteljskoga nasilja maloljetnika – od svih ispitanih etioloških čimbenika, kao čimbenik s najjačim prediktorskim utjecajem izdvojeno je iskustvo viktimizacije.

Ključne riječi: obiteljsko nasilje, nasilje djece nad roditeljima, nasilje nad braćom i sestrama, maloljetnici, Srbija



Međunarodna licenca / International License:
Imenovanje-Nekomercijalno / Attribution-NonCommercial



<https://doi.org/10.5559/di.31.4.04>

THE FOURTH INDUSTRIAL REVOLUTION IN THE CROATIAN CONTEXT: SCIENCE FICTION OR A NEW DEVELOPMENTAL PARADIGM?

Krešimir ŽAŽAR

Faculty of Humanities and Social Sciences,
University of Zagreb, Zagreb, Croatia

Drago ČENGIĆ

Novo Čiče, Croatia

Đurđica DEGAČ

Faculty of Humanities and Social Sciences,
University of Zagreb, Zagreb, Croatia

UDK: 316.422.44(497.5):004.896

Original scientific paper

Received: July 26, 2021

The article examines prospects of directing the development of Croatian society towards the Fourth Industrial Revolution or Industry 4.0. Relations among overlapping relevant concepts are clarified in the first section. The following analysis comprises results of the qualitative study based on 12 semi-structured interviews with representatives of the entrepreneurial sector, state officials and scientists closely connected with the development and application of AI and robots. The findings suggest that respondents advocate for fostering Industry 4.0 by recognising its potential, but also identify obstacles regarding its implementation. It is concluded that Industry 4.0 is most likely to emerge as a "localised" process, as: 1) the smart specialisation of specific technologically most advanced products; 2) a primarily regional phenomenon that will appear in the north-west counties.

Keywords: artificial intelligence, developmental paradigm, digital transformation, the Fourth Industrial Revolution, Industry 4.0, robotisation

✉ Krešimir Žažar, University of Zagreb, Faculty of Humanities and Social Sciences, Department of Sociology, Ivana Lučića 3, 10000 Zagreb, Croatia.

E-mail: kzazar@ffzg.hr

INTRODUCTION

Once what could only be seen in science fiction movies, now has become an integral part of everyday life: smart phones, smart bank automatic machines, diverse robots for material production, and numerous other devices and services based on artificial intelligence (AI), robotics and automated systems imitating human's intelligent actions (comp. EC, 2020a). Many scholars claim that new technologies are just visible signs of a broader and deeper shift – a new technological transformation (comp. Baumol, 2002; Brynjolfsson & McAfee, 2014; Goldfarb & Tucker, 2017), which is known as *The Fourth Industrial Revolution*.

While technical, economic and natural sciences have taken a leading role in explaining the new technological revolution, the same does not apply for sociology, which is lagging behind in understanding the social effects of new technologies. The sociological standpoint regarding this issue can be summarised in Boyd's and Holton's (2017) questions: does artificial intelligence and robotics really mean social transformation? What type of social transformations have been taking place? How can social and economic consequences implied by AI and robotisation be recognised?

The aim of this paper is to examine the social, political and economic features of AI and robotisation as possible development resources in Croatian society, i.e. to discuss the potentials that technologies anchored in AI and robotics present for a novel developmental trajectory. In order to assess the Croatian position in the Fourth Industrial Revolution landscape, a qualitative research was conducted, which includes the analysis of interviews with experts closely connected to developing AI solutions and robots. Firstly, four pivotal intertwined concepts (*digital transformation, the Fourth Industrial Revolution or Industry 4.0, artificial intelligence, and robotisation*) are examined.

CLARIFYING CENTRAL CONCEPTUAL CATEGORIES

Digital transformation, The Fourth Industrial Revolution, AI and robotisation

Castells' (2000) thesis on the emergence of *network society* intensified sociological interest for the research of world-wide digital transformation. From 2010 we witness a slow yet steady rise of *digital sociology*, mostly elaborated in the literature about digital transformation and its impact on human lives and work (Orton-Johnson & Prior, 2013; Lupton, 2014; Marres, 2017; Selwyn, 2019; also Helbing, 2019).

Diverse sociological explanations about the digitalisation¹ of society and economy are grounded in the thesis that "being

digital" has become a "total social fact" (Marres, 2017, pp. 12-17). Digitalisation has a strong impact on individuals, institutions, enterprises and collectivities, as well as on mutual relationships among distinctive actors at the national and international level (Floridi, 2014; Lupton, 2014; Williams & Schallmo, 2018; Ivanković, 2018).

Digital transformation (DT) is the adoption and use of digital technology in various aspects of human life (Selwyn, 2019). In economy, new digital technology serves as a business tool for enterprise operations and it may lead towards profound changes of modalities in which enterprises operate (Evans & Gawer, 2016; Tufekci, 2016; Spremić, 2017).

Digital economy represents the main source of digital transformation (Mondekar, 2017, p. 3). It is "a set of new models of making businesses, products, markets and fast-growing economy sectors, especially those ones based on digital technologies as key business infrastructure" (Spremić, 2017, p. 20). The social impact of new technologies is widely debated (Ford, 2015; Frey & Osborn, 2017; Standing, 2018; for Croatia see Butković & Samardžija, 2019).

The concept of the Fourth Industrial Revolution (FIR) is adequate for analysing changes derived by digital technology. We use the following definition: "Industry 4.0 is digital industrial transformation which is based on automation, data exchange, cyber-physical systems, robots, artificial intelligence, the internet of things (IoT), 3D printing, nanotechnology, biotechnology, material science, energy storage, autonomous vehicles and autonomous industrial techniques made for the production of smart industries. The label 4.0 means that the Fourth industrial revolution can be regarded as an inheritress of the earlier three industrial revolutions which largely improved human productivity and human lives all around the world" (Družić & Basarac Sertić, 2018, p. 28; also WEF, 2020).

Artificial intelligence (AI) conceived as the broad domain of developing autonomous machine systems, which emulate cognitive and behavioural features of humans (Russell & Norvig, 2010, pp. 1-33; EC, 2020a), robotics and robotisation are central pillars of the FIR. Although often intertwined, these concepts differ. *Robotics* is the interdisciplinary research field and branch of engineering dealing with the design, construction, functioning, and usage of robots (Britannica, 2021; Ceccarelli, 2004). *Robotisation* means adoption and use of robots in various aspects of human and economic activities (Acemoglu & Restrepo, 2017; Böhnen & Karppi, 2017).

However, it is impossible to provide an unambiguous answer on the direction in which new development could lead, especially without empirical studies. The examination of these issues requires a multidimensional research programme that

would allow recognising its complexity and uncertainty, and thus the scope and limits of technological change (Boyd & Holton, 2017, pp. 12-13). This "perspective of complexity" has also been taken into consideration in our analysis of DT, robotisation and generally the FIR in the Croatian context.

EMPIRICAL RESEARCH

Research design and methodological approach

In order to gain deeper insights into the issue of a socio-economic and social transformation in the direction of DT, AI, robotisation, and generally FIR, an explorative research was conducted. Our research questions were:

Q1. How do representatives of enterprises, scientists and state officials understand concepts of Industry 4.0, AI and robotisation?

Q2. What is the potential of AI and robotisation for the re-industrialisation of the Croatian economy and what is the potential of Croatia for independent production of AI solutions and robots?

Q3. Who are the main promoters and opponents of AI and robotisation, and what are the central social obstacles concerning the use of AI and robots in Croatia?

Q4. What are the future challenges, dangers and threats of AI and robotisation for society?

Sample and interviews

Since the community of developers and practitioners of technologies such as AI and robotics in Croatia is relatively small, we used non-probabilistic purposeful sampling (Patton, 1990). Twelve interviews were conducted with 14 representatives (1 interview was conducted with 3 speakers, which in fact represents a multiview) of Croatian technological companies, scientists, experts and university professors working within the field of AI and robotics and state officials. The criteria for selecting respondents presumed that they are 'insiders' in the domain, i.e., that they have a rich working experience, detailed insights and understanding of the developmental dynamics of the field, or 'intensive' knowledge concerning these matters. On the other hand, we aimed to achieve certain *heterogeneity* in a sense that we interviewed actors from public and private spheres, and within the latter recruited respondents from small, medium and large business companies. Moreover, the sampling strategy to some extent included also a 'snowballing' logic as we asked respondents to identify further potential respondents in the field. Respondents were holding mostly managerial positions in private and public companies and

public institutions, developing or applying new technologies, or in the case of state officials were setting conditions for the business sector. Both business and public sector perspectives were obtained. What is interesting, as well as symptomatic is that all the participants in the sample were male.²

Interviews were conducted in February and March 2020. Three state officials expressed their views in one interview. The research was completed once the *conceptual saturation* emerged. The duration of the interviews ranges from 30 to 70 minutes. All conversations were digitally recorded after gained permission and afterwards transcribed.

Data analysis

In the qualitative analysis of the data, *thematic analysis* was applied. Some categories were already proposed by the interview protocol, but the themes were inductively located within the data (Morey Hawkins, 2017). Thematic analysis was conducted in the six stages according to Braun and Clarke (2006), with practical deviations in the process, specifically in the initial stages of organising the data in separate predefined categories. The predefined categories and themes are presented in italics. Coding and data analysis were performed in MAXQDA. The primary use of the software was to systematise parts of the interviews according to predefined categories (areas of research) and to generate initial codes, search for themes and for reviewing themes in relation to the coded segments. In the first step, all interview transcripts were imported in the software and prepared for generating initial codes by organising the data according to the areas of research. Analyses were conducted separately for five areas of research.

THE MAIN FINDINGS

Conceiving of Industry 4.0, AI and robotisation

Respondents identify the concepts of Industry 4.0, AI and robotisation as "the most important driving elements of the changes that are currently happening". These changes occurred as "the consequence of some desire for automation, for productivity growth" and "the tendency of companies to be more efficient". With these concepts they associate digital transformation, digitalisation, the Internet of things (IoT), (statistical) data analysis, cognitive analytics, prescriptive analytics and data science.

Industry 4.0. is generally perceived as the umbrella term for new technologies. It is being referred to as a "general term", "common denominator", "broad term" and a "symbiosis of all these technologies" which "includes all these things, artificial intel-

ligence, robotisation, IoT (Internet of things), as well as big data, automation and digital transformation". Industry 4.0 is perceived as "a new way of organising and managing systems which connects people, objects and systems with the possibilities that new technologies, especially digital ones, have opened up". It provides *new possibilities in the industry* which refer to increased efficiency and competitiveness of companies. Furthermore, it was mentioned that "the industrial revolution should be revolutionary, but nothing revolutionary is happening in the world", explaining that the term *industrial revolution* for Industry 4.0 is inadequate.

Artificial intelligence. Respondents addressed *misconceptions and tried to demystify AI* by stating that it is not "a comprehensive intelligence". AI is "nothing magical", but "a tool that solves a certain problem for us". At *the current stage of technological development and use*, AI is "trained and taught" to "do tasks better in some strictly defined scenarios", which means that the application is "very specialised" and "cannot be used for anything else". *AI in comparison with human intelligence and work* is limited, it is the narrow AI "able in certain scenarios, in niche scenarios, to do things better than a human". Its application is conceived as a help in "doing some repetitive tasks" and it "actually provides people with time to work on what they actually do best". In the work on these repetitive tasks it is *connected with robotics*, because it can be used for increased production. Some respondents refer to AI as "nothing new", although some see it as a "change of paradigm".

Robotisation. Respondents explain *robotics* as a "partner technology", *robots* as "simple" machines and *robotisation* as an automation process. Robotics is seen as an *assistance to human labour*, and not as "the substitution of human labour". The same as AI, robots assist people in "doing some repetitive tasks, whether through data processing, or through some physical doings, so through real robots". In comparison to humans, robots have some advantages:

They do not get tired, they can work 24 hours a day and they are not dependent... they are the same no matter where you use them, so in the case of using robots in a clinical hospital you can get the same service either in Gospić, or in Zagreb, or in London, which is not the case at the moment.

Robotisation has *advantages compared to human labour* in increased efficiency and productivity, it ensures high savings, and is a precise, reliable, expeditious and a safer way of completing tasks. At *the current stage of technological development* there are *hardware and software robots*, of which the latter one is "an

application simulating the work of the user on a computer" or "a digital worker". Robotics has *connections with AI* because robotisation is "the new level of automation generally in production".

The potential of AI and robotisation for the re-industrialisation of Croatian economy

The potential of AI and robotisation for the re-industrialisation of Croatian economy is not univocally estimated. The views range from a complete rejection of the notion to a positive assessment by which the process of re-industrialisation is seen as already happening. The reason for differences might lie in a diverse understanding of the notions *industry* and *re-industrialisation*, as one respondent emphasised that "it is a question of what you mean exactly when you say industry". Here two themes appear: the *emergence of new companies and industry* and the *re-industrialisation of the previously existing industry*. For one respondent the term *industry* refers to "a set of economic activities which allow you to make money and pay taxes", but for the other one it is a narrower notion of "industry devastated during or after the Homeland War". Since they apply different definitions, their opinions differ as well.

Respondents who negatively perceive the potential for re-industrialisation mention that "the attempt at re-industrialisation is essentially irrelevant to Croatia" or "questionable", as articulated:

I am skeptical because re-industrialisation is very difficult... It is a huge entropy. You cannot bring back what was. On the other hand, it is not even necessary because industrial production has changed significantly.

Respondents mention that "re-industrialisation is a bigger question than AI" in Croatia and they identify a lack of understanding in industries or deficit of human resources as possible obstacles.

Those with a positive standpoint emphasise that re-industrialisation is already taking place, as newly emerged companies are big enough in order for us "to really start accepting them as the new Croatian industry". This is based on the view that "Croatia has a number of quality companies, manufacturing companies, technology companies" which "provide a very nice perspective and that tomorrow they will become the bearer of Croatian industry". However, they also indicate multiple obstacles such as *financial resources of companies, employment taxes and problems with human resources*.

The potential of Croatia for the independent production of AI solutions and robots

There is a disagreement on *the capacity of Croatia for the independent production of AI solutions and robots*. Some respondents underline the lack of resources as an earnest limiting factor. We identified three themes: *the potential of Croatia for production of specialised solutions and robots, but with no potential for production of serial robots and hardware, while the third theme refers to the obstacles regarding limited human, financial and material resources*.

According to the respondents, Croatia has *the potential for the production of specialised solutions and robots* such as developing software, customising solutions, integrating robots into systems or developing highly specialised robots. Adaptation and customisation refer to "combining a specific business problem and the advanced technology to solve it" which could be done with the help of "local companies". The production of industrial robots is not relevant for Croatia, but there is a potential for producing "extremely specialised robots such as Gideon Brothers" which are, e.g., "specialised robots for automated warehouses". The identified potential for independent production implies the need for smart specialisation in Croatia, as one respondent proposed:

Google or Facebook will certainly not develop a specific solution for agriculture and artificial intelligence in tourism – in some of these narrow scenarios they will not interfere. They will do these big things like translating and so on. There we cannot fight the big ones, but we can fight for a simple smart specialisation.

Respondents do not see *the potential of Croatia for the production of serial robots and hardware* and their opinion is that Croatia is lacking the potential for developing them, but is also lacking places for their possible application. There is an opinion that Croatia is "simply not competitive" in the field where global "competition is tremendous".

The third major theme which appears connected to independent production are *obstacles regarding limited human, financial and material resources*. There are "challenges with a great shortage of computer scientists" and emigration of skilled IT workers: "we do not currently use the potential we have, that is, we are losing it". In preventing brain-drain, companies that employ skilled workers should be capable of "keeping these people, giving them benefits that are comparable to companies abroad, without costing them three times as much". Despite resource issues, some respondents share the optimism that "we have the potential and we have a tendency of young people developing in that area".

Promoters, opponents and social obstacles

Promoters

Three main types of promoters were detected. The first of them are *actors in business driven by profit* which were mentioned as companies (new innovation-oriented companies, commercial companies "always interested in whatever brings them better efficiency" and inside of these companies especially heads of sales, marketing or controlling), the production lobby, capital owners who are "trying to improve their profits by implementing new technologies", as explained:

The main driving force for the implementation of new technologies is profit. And the owner of the capital is not interested in removing a woman from difficult working conditions and then putting in a robot – he does it because that robot will bring in more profit than that worker.

The second type of promoters are *faculties* and the third one *professional associations*. The latter ones, for instance, include the ICT association within the Croatian Employers' Association (CEA) and Croatian AI Association (CroAI).

Opponents

Although some respondents pointed out that no one is opposed to AI and robotisation and there is a shared understanding that "there is a technological train going and you have to jump on it", an issue could be a "great level of misunderstanding" by some actors. *Specific actors in business* such as workers, certain professions, and sectors and companies in unclear ownership relations could be opposed due to misunderstanding or for their own benefit. Workers can have certain fears regarding the security of their employment. Respondents mentioned "the middle class working in companies" which "are required to have new knowledge, new skills and people generally refuse it". Certain professions such as lawyers whose jobs in part could be automated and sectors such as the "banking lobby", which are interested in importing solutions and products, are identified as opposing forces too. Furthermore, companies in unclear ownership relations and some state-owned companies are identified as potential opponents seeing that "the problem of the state bureaucracy is that it feels threatened by these models because the structure of the workplace, the structure of the obligations will change if these repetitive jobs are performed by a computer". The second type of opponents, identified by state officials, are *trade unions* which are perceived as "living in the past, not up to date with global trends", although they "have their purpose and meaning when they fight for influence in creating policies which will help workers".

Social obstacles

Five themes were identified:

1) *Bureaucratisation and a restrictive legal framework.* Bureaucratisation in the EU and in Croatia is identified as the obstacle which reduces the effects of policies for implementation of new technologies. For Croatia, it is viewed that this process contributes to general inefficiency. A restrictive legal framework and regulatory standards (e.g. security compliance, GDPR) protecting "the lifestyle and quality of life we have in the European Union" are perceived as obstacles. European human-focused policies are viewed as persisting in achieving and sustaining quality of life on the one hand, but on the other hand they "inhibit innovation".

2) *Social inertia, fear and lack of entrepreneurial initiative.* The "natural social inertia" is slowing down technological progress primarily because of social reasons and it was indicated that the technological progress "will happen in some kind of natural way" after the change of generations occurs. It was explained that "the biggest resistance is provided by ourselves, who in some ways try to resist changes which are extremely fast". Social inertia could be connected with the fear of change and the fear of being replaced by a robot. Such fear appears as a reaction to the novelty, because "AI is relatively new in Europe", and "will always have this sphere of the mystical". Stigmatisation of failure in business and the negative perception of entrepreneurs are perceived as obstacles influencing entrepreneurial initiative regarding the use and development of new technologies. As indicated referring to Croatian entrepreneurs and society in comparison with the USA "we are much worse in that self-confidence and in that kind of entrepreneurial mentality, passion" and there is a greater tendency to follow trends:

[W]e pretty much like, let's say, following trends, but we are not changing because we have noticed that it came as our need, but because it is a hit now. Just like artificial intelligence is a hit and now everyone is buzzing about it, so we want to do something in that area (...) You know how our companies think? When the Germans use it, then we will use it as well.

3) *Lack of interest and productive communication among key actors.* One of the company representatives mentioned that they are "in general alone in establishing this issue, which is not discussed in a serious enough way" meaning the introduction and use of new technologies, which can be followed by observations that the "society is not interested at all, except only declaratively" and that "Industry 4.0 is mentioned only as a

buzzword in some political circles", but not as a "systematic category you would need to enter into a broad social transformation". Other problems are poor media coverage of the economy, science and technology, issues which arise from the "inability to understand the process" and lack of clear state or company strategies and plans on how to digitally transform the economy.

4) *Gap between scientific and economic sector.* The AI industry requires the inclusion of scientific staff for its development, but respondents mention "the separation of the scientific, that is, the academic sector and the economic sector". Better cooperation between academia and technological companies is required, but "the academia on the one hand writes papers and theorises, big companies sit on the data, but they are burdened with compliance" and small companies "do not have the data large companies have and do not have access to the academia". Although needed, establishing cooperation is difficult because these sectors are seen as "two different worlds".

5) *Lack of human and financial resources.* A lack of human resources is perceived as an important issue, since there are "challenges with a huge shortage of IT specialists" who receive job offers in companies outside Croatia, meaning that there is a "large outflow of labour". For companies in Croatia, it is difficult to keep employees, to provide them with benefits that they might receive abroad. There are also issues with financial resources such as the fact that "the cost of the robot is the same for a German, British person and a Croat" and therefore the decision to robotise part of the production is not easy.

Future challenges, dangers and threats

The following themes are identified as future challenges, dangers and threats.

1) *Deepening the differences.* It is implied that technological lagging behind is a serious issue which can lead to enlarged economic and technological differences. Respondents indicated that countries such as Croatia "have to be aware that the risks are very serious and that lagging behind will deepen problems", because "new technologies will create losers as well as winners".

2) *Human mistakes and biases implemented in algorithms.* One of the major threats identified is implementing gender bias, racial bias and other types of biases and mistakes in AI algorithms which can "have impact on all people in the world and can do terrible damage". Although these mistakes can be unintentional, their wide reach can pose a threat.

3) *Privacy issues and use of technology to influence human perception.* One of the biggest dangers of AI is the question of

awareness "what the creator of artificial intelligence really wanted to achieve" implying questions of purposes for collecting and using data. Data misuse is posing a threat because "where people have access to the technology which influences a large enough number of people around the world, they can in some ways actually manipulate their perception of that world and decisions they make in life". Examples are face recognition algorithms, fake news, deep fake videos, and other manipulations.

4) *Humans too accustomed to the technology.* There is a perception of fast changes in technology which have an impact on society and for which it is demanding to deduce "how it will end". Getting too accustomed to technology poses an issue because it can set people into "one commotion where we will simply lose critical thinking and we will go astray". Technology and applications which solve problems such as mathematical ones can be "a blessing and a curse", but the important question is who is the leader in the process.

5) *Loss of jobs and mass unemployment* (predefined issue). Respondents do not see that the application of AI and robotisation will lead to mass unemployment, albeit they share the opinion that some jobs will disappear. Mass loss of jobs is more connected with economic downturn and the perception that "low level of automation leads to long-term lagging behind". The loss of some jobs is conceived as part of a *normal or natural* process, as "a normal process that we have gone through so many times (...) in the past". However, *the need for adjustment* of the workforce to the changes emerges as a great part of these societal and economic changes. Some respondents mentioned that people "need to reorient", "to adapt" themselves and the workforce should be flexible. *The disappearance of (specific) jobs and creation of new jobs/knowledge* will inevitably take place. Jobs which will be eliminated "were until recently connected to human work exclusively", these jobs can be "filled with the work of robots, sensors, automation" and are usually the "lowest paying jobs", those which "people may not even need to do today".

DISCUSSION

The presented results uncovered some of the features about the likeliness that ongoing technological transmutation is a relevant factor of a comprehensive economic and social transformation in Croatia. *At the conceptual level, there is a lack of consensus, among analysts (as it was previously presented) as well as among practitioners, about the labels for naming the current economic and social shifts implied by AI, robotisation, and digitalisation.* Despite diverse terms and overlapping concepts, there is a

TABLE 1
Themes identified for
the five predefined
areas of research

kind of agreement that all the elements are relevant features of the FIR (Industry 4.0). The proliferation of terms signals that further conceptual refinements³ and clarifications ought to be done.

Predefined areas of research	Themes
1. Assessment of key concepts	Industry 4.0 Umbrella term for new technologies New possibilities in industry Not an industrial revolution Artificial intelligence Misconceptions and need for demystification Current stage of technological development and use Comparison with human intelligence and work Connection with robotics Robotisation Robotics as an assistance to human labour Advantages comparing to human labour Current stage of technological development Connection with AI
2. Potential of AI and robotisation for the re-industrialisation of Croatian economy	Emergence of new companies and industry Re-industrialisation of previously existing industry Obstacles (financial resources of companies, employment taxes, issues with human resources)
3. Potential of Croatia for independent production of AI solutions and robots	Potential of Croatia for production of specialised solutions and robots No potential for production of serial robots and hardware Obstacles regarding limited human, financial and material resources
4. Promotors, opponents and social obstacles	Promotors Actors in business driven by profit Faculties Professional associations Opponents Specific actors in business Trade unions Social obstacles Bureaucratisation and a restrictive legal framework Social inertia, fear and lack of entrepreneurial initiative Lack of interest and productive communication among key actors Gap between scientific and economic sector Lack of human and financial resources
5. Future challenges, dangers and threats	Deepening the differences Human mistakes and biases implemented in algorithms Privacy issues and use of technology to influence human perception Humans too accustomed to the technology Loss of jobs and mass unemployment Normal/natural process Need for adjustment Disappearance of (specific) jobs and creation of new jobs

Particular components of FIR are present in Croatia in firms that are developing and using advanced technologies. Some data suggest that digital transformation has taken place in Croatia, primarily within the IT sector, which has been continuously increasing. Although small in European proportions, the Croatian IT sector that has grown in the last 10 years is relatively important (Žitnik, 2018, pp. 40-78; Petrović et al., 2019,

pp. 13-18). In 2017 the number of employees within the Croatian IT sector reached 28.347, and from 2008 to 2017 it increased by 11.549 employees. These data confirm the thesis about the steady yet slow growth of the Croatian IT industry. Moreover, according to the DESI index, Croatia ranks 20th out of the 28 EU Member States in progress towards a digital economy and society (EC, 2020b). Furthermore, there are already existing infrastructure, stakeholders, institutional actors, research facilities, R&D and investments incentives, institutional support, dealing with and developing Industry 4.0, as well as successful and acclaimed companies like 'Gideon Brothers', 'HSTec', and 'H2O-Robotics' (MEEC, 2019).

Albeit the Croatian economy could hardly compete with more powerful players at the global scale in developing industrial robots, a smart specialisation focused on innovation of specialised robots and software is a realistic and preferred scenario. From the conducted interviews we may deduce that the invoked re-industrialisation of Croatian economy is taking the form of introducing new technologies or the form of a novel industrialisation. Therefore, the respondents are anticipating and advocating for a restructuration of the Croatian economy currently marked by the secondary sector (20.4% of GDP) and particularly services (59% of GDP) (NordeaTrade, 2020), out of which tourism is especially important. Also, the new technological advancements should be incorporated in the health-care system, traffic systems, educational system and other domains.

However, it is not likely to expect that the recent EU strategy of re-industrialisation (Moczadlo, 2020) will be implemented at national level, as some analyses clearly suggest that re-industrialisation is primarily a *regional phenomenon* (emphasis ours) which occurs in regions that are not capitals of states, urban areas, not exposed to tourism, with denser population, in geographic terms closer to the developed European countries with a direct flow of foreign investments (Aralica, 2020a, 2020b). Aralica (2020a, 2020b) also confirms these prerequisites in the case of Croatia as only Međimurje county in the outermost north-west records a certain re-industrialisation while other counties retain tendencies of de-industrialisation commenced already in the 1980s. The expected re-industrialisation in north-west Croatia opens up space for introducing Industry 4.0, which inevitably requires an educated workforce (Aralica, 2020a, 2020b).

Representatives of private companies, and scientists who engage in the development of AI and robotics can be considered as crucial advocates of FIR, together with contingents of more educated citizens (the responses in the interviews rein-

force the findings of Poljanec-Borić, 2021). However, the position and attitudes of the latter require more research which we propose to further continue. Opponents of FIR are mostly identified as workers afraid of losing employment. The transformation of workplace tasks and loss of some types of employment are very likely to happen in the future. In addition, our respondents identify barriers for FIR transformation: complicated administrative framework; discrepancy between science and industry, i.e. incapability to successfully transfer innovations in industry, which is an issue that has been already detected before (Švarc, 2009, 2011); lack of communication and coordination among actors who should systematically act towards digital transformation; shortage of financial and material resources and insufficiency of human resources. The lack of human resources, i.e. the *brain-drain process* (scientists, professionals, experts and skilled workers) seriously undermines the capabilities for a desired technological and socio-economic shift (Potočnik & Adamović, 2018; Župarić-Iljić, 2016).

We would also like to emphasise inertia and lack of readiness to innovate and embrace innovation. This feature of the dominant cultural value system is fairly evidenced in sociological studies in Croatia (Švarc & Lažnjak, 2017) and it is part of a cultural complex labelled *egalitarian syndrome* (Vuković et al., 2017; Štulhofer & Burić, 2015). In brief, a shift of general attitudes towards innovation and technological transformations is needed, as well as public sensitiveness to the advantages of new technologies to which also media could contribute. Paradoxically, the COVID-19 pandemic has indicated the relevance of advanced technologies in social practices, as well as demonstrated how the economy centred around services is vulnerable. That may be considered a precious lesson learned in a tough way.

Finally, we need to note important self-reflection remarks. Although small samples are an inherent feature of qualitative methodology, a relatively small sample of interviews ($N=12$) (in fact, 14 gathered in 12 interviews) in this particular research represents a certain limitation. Having in mind their background and attachment to the most advanced technologies, such a purposive sample is also somewhat "biased" (also in terms of gender, as underlined before) in a sense that the respondents have dominantly a positive standpoint. Hence, such relative 'homogeneity' of profiles of respondents is perhaps more contentious than the size of the sample itself. Therefore, in the upcoming research there is a need to gain perspectives and arguments of other social stakeholders such as the managerial staff in the business sector besides technological companies, health-care employees, workers in the branch of

tourism, agriculture, etc. Especially useful would be to conduct qualitative research with trade union representatives, where the resistance towards introducing novel technologies might be present. Moreover, quantitative research on the Croatian population concerning the general attitudes about developments towards Industry 4.0 would be of tremendous value.

CONCLUSION

Digital transformation, AI and robotisation as driving features of the deeper technological revolution are not science fiction in Croatia. Instead, elements of new technological developments are already present, with a wide-spreading infrastructure and its proponents, mainly actors of the IT sector and branches of digital economy. However, it cannot be said that the FIR or Industry 4.0 currently represents a novel developmental paradigm in Croatia, but it might one day in the future. Consequently, favourable is the officially proclaimed "green and digital transition" as one of the 4 main developmental directions in the national developmental strategy until 2030 (Government of the Republic of Croatia, 2020). Within this, "digital transition of society and economy" is a strategic goal which comprises the digitalisation of public administration, development of a broadband communication network, development of digital competencies and digital work places (Government of the Republic of Croatia, 2020, pp. 120-125). In addition, Croatia signed the declaration about cooperation in the field of AI (HUP, 2019, p. 4), which demonstrates that at the policy level there exists at least a nominal awareness that is promoted by the Croatian Association of Employers: "the application of artificial intelligence should be accelerated as much as possible in order to generate maximum positive effects on the Croatian economy and society" (HUP, 2019, p. 3).

It should be stressed that rather than to expect that Industry 4.0 will represent the single general developmental paradigm in Croatia, it is more realistic to anticipate that it will emerge as a *localised process* in two senses: 1) a smart specialisation of technologically advanced products; 2) a regional phenomenon appearing in the north-west counties of Croatia. Industry 4.0 might be conceived as one of the elements within a diversified economic texture within which also other branches (like tourism or agriculture) are being fostered in other regions.

The shift towards Industry 4.0 requires redefining some attributes in the cultural sphere, primarily in terms of changing attitudes towards it, which assumes overcoming the fear of new technologies. Moreover, a great emphasis in providing suitable education for a digital environment should be given, to properly educate a competent workforce that could be in-

tegrated in a digitally/technologically restructured economy. In view of this, it is a burning challenge to prevent further brain-drain. Only by accomplishing this goal can the Croatian economy be competitive, otherwise it will remain in the European semi-periphery.

Ethical considerations

This research was approved by the Ethical Committee of the Department of Sociology of the Faculty of Humanities and Social Sciences of the University of Zagreb (08-2019/20 issued on February 10, 2020).

Funding

This work is part of the research project "Artificial Intelligence and Robotisation as Developmental Resources: Potentials, Obstacles, and Perspectives" (FFZG 43-922-1074), financed by the University of Zagreb.

NOTES

¹ It is important to shed some conceptual clarity distinguishing the terms *digitisation* and *digitalisation* which are often used interchangeably. The former refers to the process of conversion of data from analogue to digital format, while digitalisation addresses the embracing and application of digital technologies by organisations, different branches of industries, and generally its widespread usage. Furthermore, *digital transformation* points to the restructuration of entire social domains around digital communication and infrastructure (Gorenšek & Kohont, 2019).

² Gender bias of the sample represents one of the limitations, but it simultaneously indicates that the field of AI and robotics is a male-dominated one. We assume that the reasons for the underrepresentation of women are: 1) traditionally the field is regarded as male-dominated; 2) it is a reflection of the wider entrepreneurial context in Croatia attributed to a lower rate of women's inclusion in this field's entrepreneurial activities – according to 'Global Gender Gap Index' for 2019 Croatia is ranked 60 out of 153 countries (Alpeza et al., 2020). Gender gap deserves a more detailed attention in future studies.

³ The same holds for the need to reconceptualise the notion of *innovation* as in the current digital environment the existing concept of innovation is not proper anymore (Švarc, 2021).

REFERENCES

- Acemoglu, D., & Restrepo, P. (2020). Robots and jobs: Evidence from US labor markets. *Journal of Political Economy*, 128(6), 2188–2244. <https://doi.org/10.1086/705716>
- Alpeza, M., Delić, A., Has, M., Koprivnjak, T., Mezulić Juric, P., Oberman, M., Perić, J., & Šimić Banović, R. (2020). *Izvješće o malim i srednjim poduzećima u Hrvatskoj – 2020 (Small and medium enterprises report Croatia – 2020)*. Retrieved February 12, 2022, from <http://www.cepor.hr/wp-content/uploads/2021/01/Izvjesce-2020-HR-web.pdf>

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 639-659

ŽAŽAR, K. ET AL.:
THE FOURTH...

Aralica, Z. (2020a). Analiza deindustrijalizacije i reindustrijalizacije na regionalnoj razini. (Analysis of deindustrialization and reindustrialization at the regional level). In J. Tica & K. Bačić (Eds.), *Ekonom-ska politika Hrvatske u 2021. Hrvatska poslije pandemije* (Economic policy of Croatia in 2021. Croatia after the pandemic) (pp. 59–79). Hrvatsko društvo ekonomista.

Aralica, Z. (2020b). *Skora reindustrijalizacija nije moguća. Šanse ima samo Sjeverozapadna Hrvatska*. (Re-industrialization in the near future is not possible. Only Northwestern Croatia has a chance). Retrieved July 11, 2021, from <https://ideje.hr/skora-reindustrijalizacija-nije-moguca-sanse-ima-samo-sjeverozapadna-hrvatska/>

Baumol, W. (2002). *The free-market innovation machine: Analysing the growth miracle of capitalism*. Princeton University Press. <https://doi.org/10.1515/9781400851638>

Böhnen, M., & Karppi, T. (2017). Social robots: Human-machine configurations, special issue of transformations. *Journal of Media, Culture & Technology*, 29, 1–22.

Boyd, R., & Holton, R. J. (2017). Technology, innovation, employment and power: Does robotics and artificial intelligence really mean social transformation? *Journal of Sociology*, 54(3), 1–15. <https://doi.org/10.1177/1440783317726591>

Braun, V., & Clarke, V. (2006). Using thematic analysis in psychology. *Qualitative Research in Psychology*, 3(2), 77–101. <https://doi.org/10.1191/1478088706qp063oa>

Britannica (2021). *Robotics*. Retrieved February 15, 2021, from <https://www.britannica.com/technology/robotics>

Brynjolfsson, E., & McAfee, A. (2014). *Race against the machine: How the digital revolution is accelerating innovation, driving productivity, and irreversibly transforming employment and the economy*. W. W. Norton & Company.

Butković, H., & Samardžija, V. (2019). *Digitalna transformacija tržišta rada u Hrvatskoj / The digital transformation of the labour market in Croatia*. Institut za razvoj i međunarodne odnose.

Castells, M. (2000). *Uspon umreženog društva (The rise of the network society)*. Golden marketing.

Ceccarelli, M. (2004). *Fundamentals of mechanics of robotic manipulation*. Springer. <https://doi.org/10.1007/978-1-4020-2110-7>

Družić, G., & Basarac Sertić, M. (2018). Hrvatska i četvrta industrijska revolucija (Croatia and the Fourth industrial revolution). In G. Družić & I. Družić (Eds.), *Modeli razvoja hrvatskog gospodarstva* (Models of the development of the Croatian economy) (pp. 283–308). Hrvatska akademija znanosti i umjetnosti, Ekonomski fakultet Sveučilišta u Zagrebu.

EC (2020a). *A definition of AI: Main capabilities and disciplines*. Retrieved September 1, 2020, from <https://ec.europa.eu/digital-single-market/en/news/definition-artificial-intelligence-main-capabilities-and-scientific-disciplines>

EC (2020b). *Digital Economy and Society Index (DESI) 2019 Country Report Croatia*. Retrieved September 1, 2020, from <https://ec.europa.eu/digital-single-market/en/news/digital-economy-and-society-index-desi-2019>

- Evans, P. C., & Gawer, A. (2016). *The rise of the platform enterprise: A global survey*. The Center for Global Enterprise.
- Floridi, L. (2014). *The fourth revolution*. Oxford University Press.
- Ford, M. (2015). *Rise of the robots: Technology and the threat of a jobless future*. Basic Books.
- Frey, C. B., & Osborn, M. A. (2017). The future of employment: How susceptible are jobs to computerisation? *Technological Forecasting and Social Change*, 114, 254–280. <https://doi.org/10.1016/j.techfore.2016.08.019>
- Goldfarb, A., & Tucker, C. (2017). Digital economics. *Journal of Economic Literature*, 57(1), 3–43. <https://doi.org/10.1257/jel.20171452>
- Gorenšek, T., & Kohont, A. (2019). Conceptualization of the digitalization: Opportunities and challenges for the organizations in the Euro-Mediterranean Area. *International Journal of Euro-Mediterranean Studies*, 12(2), 93–116.
- Government of the Republic of Croatia (2020). *National developmental strategy of the Republic of Croatia until 2030*. Retrieved July 11, 2021, from <https://hrvatska2030.hr/>
- Helbing, D. (2019). *Towards digital enlightenment. Essays on the dark and light sides of the digital revolution*. Springer. <https://doi.org/10.1007/978-3-319-90869-4>
- HUP – Hrvatska udruga poslodavaca, Udruga informatičko komunikacijske djelatnosti [Croatian Employers' Association (CEA)] (2019). *Potencijal umjetne inteligencije za Hrvatsku (The potential of artificial intelligence for Croatia)*. HUP ICT. Retrieved in 2020, from <https://www.hup.hr/EasyEdit/UserFiles/Ivana%20Zlatari%C4%87/hup-ict-deai-potencijal-umjetne-inteligencije-za-hrvatsku.pdf>
- Ivanković, Ž. (2018). *Besplatno. Uvod u političku ekonomiju digitalnog doba (For free. An introduction to the political economy of the digital age)*. Naklada Jesenski i Turk.
- Lupton, D. (2014). *Digital sociology*. Routledge. <https://doi.org/10.4324/9781315776880>
- Marres, N. (2017). *Digital sociology*. John Wiley and Sons.
- MEEC – Ministry of Economy, Entrepreneurship and Crafts (2019). *Croatia – Industry 4.0. opportunities*.
- Moczadlo, R. (2020). Re-industrialization to foster growth and employment in the European Union. *Ekonomski vjesnik / Econviews*, 33(1), 39–58.
- Mondekar, D. (2017). *The digital economy in Southeast Europe. Opportunities and challenges*. Friedrich Ebert Stiftung.
- Morey Hawkins, J. (2017). Thematic analysis. In M. Allen (Ed.), *The Sage encyclopedia of communication research methods* (pp. 1756–1760). SAGE Publications, Inc.
- NordeaTrade (2020). *Croatia: Economic and political overview*. Retrieved October 3, 2020, from <https://www.nordeatrade.com/dk/explore-new-market/croatia/economical-context>
- Orton-Johnson, K., & Prior, N. (2013). *Digital sociology, critical perspectives*. Palgrave Macmillan. <https://doi.org/10.1057/9781137297792>
- Patton, M. Q. (1990). *Qualitative evaluation and research methods* (4th ed.). SAGE Publications, Inc.

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 639-659

ŽAŽAR, K. ET AL.:
THE FOURTH...

Petrović, V., Kosović, M., Ćurić Martinčević, N., Samardžić Novoselc, M., Parić, A., Ivančić, I., Zovko, I., Raič, A., Škrobo, M., Radečić, D., Andabak, M., & Cero, O. (2019). *Digitalna transformacija u Hrvatskoj 2019. Hrvatski digitalni indeks (Digital transformation in Croatia 2019. Croatian digital index)*. Apsolon. Retrieved December 29, 2020, from <https://digitalni-indeks.hr>

Poljanec-Borić, S. (2021). Kvalitativni uvid u obilježja digitalnoga poduzeća, sadržaj i stanje procesa digitalne transformacije u Hrvatskoj (Qualitative insight into the characteristics of digital enterprise, content and the state of digital transformation in Croatia). *Društvena istraživanja*, 30(1), 115–134. <https://doi.org/10.5559/di.30.1.06>

Potočnik, D., & Adamović, M. (2018). *Iskustvo migracije i planirani odlasci mladih iz Hrvatske (Migration experience and planned departures of young people from Croatia)*. Friedrich Ebert Stiftung – Zagreb. Retrieved December 24, 2020, from <https://library.fes.de/pdf-files/bueros/kroatien/14481.pdf>

Russell, S. & Norvig, P. (Eds.) (2010). *Artificial intelligence: A modern approach* (3rd ed.). Prentice Hall.

Selwyn, N. (2019). *What is digital sociology?* Polity.

Spremić, M. (2017). *Digitalna transformacija poslovanja (Digital transformation of business)*. Ekonomski fakultet u Zagrebu.

Standing, G. (2018). *The precariat: Today's transformative class?* Retrieved December 24, 2020, from <https://greattransition.org/publication/precariat-transformative-class>

Štulhofer, A., & Burić, I. (2015). Je li egalitarni sindrom samo teorijska fantazija? Empirijski hommage Josipu Županovu (Is the egalitarian syndrome a mere theoretical fantasy? An empirical hommage to Josip Županov). *Politička misao*, 52(3), 7–31.

Švarc, J. (2009). *Hrvatska u društvu znanja: prijepori i perspektive inovacijske politike (Croatia in the knowledge society: Controversies and perspectives of innovation policy)*. Školska knjiga.

Švarc, J. (2011). Hrvatska u gospodarstvu znanja – o čemu govorimo? (Croatia in the knowledge economy: What are we talking about?) *Društvena istraživanja*, 20(4), 919–942. <https://doi.org/10.5559/di.20.4.01>

Švarc, J. (2021). Prolegomena to social studies of digital innovation. *AI & Society*, 37(4), 1323–1335. <https://doi.org/10.1007/s00146-021-01220-1>

Švarc, J., & Lažnjak, J. (2017). *Innovation culture in crony capitalism: Does Hofstede's Model matter?* Institut društvenih znanosti Ivo Pilar.

Tufekci, Z. (2016). As the pirates become CEOs: The closing of the open Internet. *Daedalus*, 145(1), 65–78. https://doi.org/10.1162/DAED_a_00366

Vuković, V., Štulhofer, A., & Burić, I. (2017). Je li Županov imao pravo? Testiranje podrijetla i perzistencije egalitarnog sindroma (Was Županov right? Testing the origin and persistence of the egalitarian syndrome). *Društvena istraživanja*, 26(2), 207–225. <https://doi.org/10.5559/di.26.2.04>

WEF (2020). *What is Fourth industrial revolution?* Retrieved October 9, 2020, from <https://www.weforum.org/focus/fourth-industrial-revolution>

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4.
STR. 639-659

ŽAŽAR, K. ET AL.:
THE FOURTH...

- Williams, C., & Schallmo, D. (2018). *History of digital transformation*. Springer. <https://doi.org/10.1007/978-3-319-72844-5>
- Žitnik, B. (2018). *Analiza hrvatske IT industrije 2008.–2017. (Analysis of the Croatian IT industry 2008–2017)*. HGK, Omnia Consult.
- Župarić-Iljić, D. (2016). *Emigration from the Republic of Croatia after the accession to the European Union*. Friedrich Ebert Stiftung – Zagreb. Retrieved December 24, 2020, from https://bib.irb.hr/datoteka/855708. FES_Iseljavanje_web.pdf

Četvrta industrijska revolucija u hrvatskom kontekstu – znanstvena fantastika ili nova razvojna paradigma?

Krešimir ŽAŽAR

Filozofski fakultet Sveučilišta u Zagrebu, Zagreb, Hrvatska

Drago ČENGIĆ

Novo Čiče, Hrvatska

Đurđica DEGAČ

Filozofski fakultet Sveučilišta u Zagrebu, Zagreb, Hrvatska

Članak tematizira perspektive usmjeravanja razvoja hrvatskog društva u pravcu *Četvrte industrijske revolucije* odnosno *Industrije 4.0*. Prvi dio rada razmršuje odnos između relevantnih koncepata. Nastavak donosi analizu nalaza kvalitativne studije bazirane na 12 polustrukturiranih intervjua provedenih s predstavnicima poduzetničkog sektora, javnih službi te znanstvenicima u neposrednom doticaju s razvijanjem i upotreboom umjetne inteligencije i robota. Nalazi indiciraju da se sugovornici zalažu za razvoj *Industrije 4.0* pri tom ističući njezine prednosti, no ujedno detektiraju zapreke koje priječe takav razvojni pravac. Zaključuje se da će se *Industrija 4.0* izgledno pojaviti kao "lokalizirani fenomen" u dvojakom smislu: 1) kao pametna specijalizacija određenih sofisticiranih tehnoloških proizvoda; 2) kao primarno regionalna pojava u pojedinim županijama.

Ključne riječi: umjetna inteligencija, razvojna paradigma, digitalna transformacija, *Četvrta industrijska revolucija*, *Industrija 4.0*, robotizacija



Međunarodna licenca / International License:
Imenovanje-Nekomerčijalno / Attribution-NonCommercial



<https://doi.org/10.5559/di.31.4.05>

INTEGRATION OF REFUGEES IN CROATIA – A QUALITATIVE STUDY OF THE INTEGRATION PROCESS AND INTERGROUP RELATIONS OF REFUGEES FROM SYRIA

Jana KIRALJ, Dean AJDUKOVIĆ

Faculty of Humanities and Social Sciences, University of Zagreb,
Zagreb, Croatia

UDK: 316.454.5.063.3-054.73(497.5=1:569.1)

Original scientific paper

Received: June 21, 2021

Based on the theoretical model of multidimensional, two-way, dynamic integration of refugee and host community, a qualitative study was done determining views on and experiences with integration of refugees from Syria and the host community in Croatia. Five focus group discussions were held, three with host members ($N = 21$) and two with refugees from Syria ($N = 11$). Four overarching themes emerged from the data in both groups: "Perspectives on integration", "Socioeconomic integration", "Intergroup relations", and "Culture, language and social obstacles to integration". They appeared consistently throughout discussions, with hosts and refugees providing a consensual view of refugee integration. They understood integration in the same way and recognised the need for both groups to adapt as part of the integration process. Croatia was perceived as a transit country and a temporary solution for refugees, which is an obstacle to integration. Emphasis was placed on the intergroup relations and the responsibility of the host society in providing tools and mechanisms that foster socio-economic and socio-psychological integration, overcome structural barriers and promote pleasant social contexts.

Keywords: refugees, asylum seekers, integration, attitudes, intergroup contact



Jana Kiralj, Department of Psychology, Faculty of Humanities and Social Sciences, University of Zagreb, Ivana Lučića 3, 10000 Zagreb, Croatia.

E-mail: jana.kiralj@gmail.com

INTRODUCTION

Refugee integration is a multidimensional, dynamic two-way interaction process between refugees and host community members. The most notable theoretical framework of refugee integration, Indicators of Integration Framework (Ager & Strang, 2008) was developed based on a qualitative study that aimed at "identifying local understandings of the experience of integration" in the United Kingdom (Ager & Strang, 2004, p. iv). The framework was further revised and elaborated by Ndofor-Tah et al. (2019) and defines four core dimensions of integration: "Foundation" (rights and responsibilities), "Facilitators" (language and communication, culture, digital skills, safety and stability), "Social connections" which represents the socio-psychological component of integration (bonds, bridges and links), and "Markers and means", the socio-economic aspects of integration (employment, housing, education, health and social care, and leisure). This comprehensive model guides the researchers to study all dimensions and approach integration from different angles.

The 2015 and 2016 migration of refugees and migrants from Syria towards Europe highlighted a need to better understand the challenges of integration of refugees and host communities, resulting in the increased popularity of integration research. A recent systematic review of literature on socio-psychological integration shows that the number of scientific publications ranged between 25 and 50 per year from 2001 to 2014, thereafter spiking to over 200 publications in 2019 (FOCUS, 2020).

Even though qualitative research can answer questions regarding the experience of integration in both the refugee and the host group, only a small number of studies used a qualitative or mixed-methods approach (e.g. Anabtawi & Al Amad, 2019; de Anstiss et al., 2019; Parker, 2018). The dominance of quantitative and host-oriented research of intergroup relations shows a gap in the literature and a need to investigate the integration processes on a deeper level, with both groups.

"Social bridges" in the Ager and Strang framework describe intergroup relations. We use the term "socio-psychological dimension of integration" as a broad term describing the relations between refugees and hosts, with emphasis on the intergroup thoughts, sentiments and behaviour represented by attitudes, perceptions, social distance, contact and social networks, etc., the points of interest of social psychology. The socio-economic aspect of integration and exercising rights and entitlements do not occur in a social vacuum, but are linked to interrelations between the two groups. More emphasis should be placed on the study of the interplay between the socio-eco-

nomic and socio-psychological dimensions in the integration process.

Reflecting recent trends in the socio-psychological study of refugee integration, in the current paper we highlight two aspects of methodology needed to enlighten this process: firstly, the study should include participants from both groups. Secondly, a deeper, phenomenological understanding of integration is needed with emphasis on the impact of intergroup relations on all dimensions, as attitudes of hosts and refugees towards each other, and integration in general, have the power to guide their behaviour (Glasman & Albarracín, 2006). This is present in formal and informal settings: in institutions and services, when refugees seek jobs or accommodation, in the educational context, neighbourhood, public places and events, etc.

So far, stand-alone qualitative research of socio-psychological integration that tapped the refugee perspective focused mainly on their experience and understanding of integration (Ager & Strang, 2004), social connections and social capital of refugees (Anabtawi & Al Amad, 2017; de Anstiss et al., 2019) and their experiences of discrimination (Demir & Ozgul, 2019; Parker, 2018). In Croatia, qualitative and quantitative studies addressed the attitudes of the Croatian hosts towards immigrant workers and asylum seekers (Gregurović et al., 2016), the refugee perspective of socio-psychological integration and the hosts' attitudes towards the asylum beneficiaries (Ajduković et al., 2019). The most comprehensive was the study of socio-economic, cultural and interactive dimensions of integration (with 'interactive' corresponding to the socio-psychological dimension) of asylum beneficiaries (Jurković & Rajković Iveta, 2016, 2019).

The present study¹ aims to explore the views and experiences of the integration process of both recently arrived refugees from Syria and the Croatian hosts, particularly focusing on the intergroup relations, defined in the Indicators of Integration Framework as 'social bridges' – relations of the refugee and hosts, 'social bonds' – relations within the refugees, and 'social links' – relations of the refugees with the institutions and services (Ndofor-Tah et al., 2019).

METHOD

Participants

Three host and two refugee focus groups were held with a total of 21 host and 11 Syrian refugee participants. Their socio-demographic characteristics are presented in Table 1.

Purposeful sampling with maximum variation approach (Patton, 1990; Tracy, 2013) was used to ensure a wide diversi-

➲ TABLE 1
Socio-demographic
characteristics of the
focus group
participants

ty of phenomena under study. Thus, the specific selection criteria (Kuzel, 1999) that included: (1) age between 18 and 65 years; (2) both genders and aiming at no less than a third of one gender among the overall sample; (3) diverse socio-economic status (education and job situation); and (4) informed participation. The host participants were purposefully recruited according to the selection criteria through the social networks of researchers, while the refugee participants were recruited through interpreters' social networks of refugees. In this way we were able to access the sources that reflect the range of the criteria, as suggested by Crabtree and Miller (1999). The study focused on refugees from Syria as their forced migration to Europe marked the mid-2010s, posing numerous political, social, health and labour market challenges in host countries.

All contacted individuals were presented with an invitation letter providing information on the study and the aim of the focus group discussion. Those who agreed to attend were invited to the discussion groups.

Participants	Total	Host	Refugee
		21	11
Male	8	5	
Female	13	6	
Residential duration (months at the time of data collection) (Range)		-	9 - 36
Education			
Primary	1	2	
Secondary	7	6	
Tertiary	13	3	
Labour status			
Employed	13	4	
Unemployed	8	7	

Research team

The focus groups were moderated by a female and male psychologist with experience in qualitative research, work with refugees and interpreters. The specifically trained interpreter, a native speaker of the Arabic language, also participated. The methodological background of the researchers relevant for the present study was a phenomenological inquiry and thematic analysis.

Data collection, instrument and analysis

The study received ethical approval from the Ethical Board of the Department of Psychology, Faculty of Humanities and Social Sciences in Zagreb. The focus groups were held in January and February 2020, in Zagreb, the city that hosts the largest number of asylum beneficiaries (EMM, 2020), presenting a back-

ground on which intergroup relations between the hosts and refugees are most likely to develop. Implementation of five focus groups followed the same structure: presentation of the study, details of the group discussion process and soliciting written informed consent to participation. All participants agreed to the audio recording of the discussion. The discussion guide was used together with the probing questions which arose during the meetings. In the refugee groups, the interpreter facilitated communication by consecutively translating from Croatian to Arabic and vice-versa. The meetings ended when no new information was brought to light. In the end, the participants received a modest incentive in form of a food coupon.

The focus groups discussion guide included introductory and guiding questions. The introductory questions for the hosts were: "For you personally, how did the integration of the host and refugee community from Syria in Zagreb and Croatia evolve so far?", "What do you think about the relations between the host and the refugee community?", "What is the dominant mood towards each other?" The refugee participants were asked: "How integrated do you feel in Zagreb and Croatia?" The same guiding questions were then used to facilitate the discussion in both groups: "What does 'integration' mean to you?", "What would 'perfect' integration look like?", "What are the barriers to this?", "For you and the city/country as a whole, what impact do you think the integration of refugees from Syria will have?"

Audio recordings were transcribed and anonymised, removing any identifiable information which could reveal the identity of the participant. Timestamps were added, and the material was coded. The coding frame was developed and refined during an iterative process based on all five transcripts. The approach to coding was inductive thematic analysis, as the codes (categories and themes) emerged from the data and have not been previously defined by the researchers (Braun & Clarke, 2006). The content of individual codes was reviewed and interpreted over a series of joint sessions of researchers which led to the re-coding of transcripts if needed. Data were analysed using NVivo 12 Plus software. Matrix coding was used to inspect co-occurrences between codes, creating overarching categories. Each code was analysed individually and with other codes and categories, creating common themes following the logic of a thematic analysis of qualitative data.

FINDINGS

Four themes emerged from the data and are presented in Table 2 along with the categories which comprise them. Some categories were more prominent in the host, while others in the refugee focus groups, but the participants in all focus groups

TABLE 2
Categories and over-
arching themes that
emerged in host and re-
fugee community groups

Theme 1: Perspectives on integration	Understanding of the integration process Feeling integrated How integration evolved so far Effects and images of future relations Responsible actors
Theme 2: Socio-economic integration	Barriers to integration Facilitators of integration Individual, social and economic resources Legal and structural barriers
Theme 3: Intergroup relations	Attitudes towards and perception of the other group Behaviour and behavioural intentions Intergroup contact Perception of intergroup threat Self-perception
Theme 4: Culture, language and social obstacles to integration	Culture Religion Language Locality Racism and discrimination

Perspectives on integration

The theme "Perspective on integration" includes categories that describe different ways people understand and experience integration, see the process as it unfolded, and anticipate how it may proceed in the future. Participants touched upon different actors responsible for integration and offered opinions regarding contribution thus far. The analysis revealed that the hosts do not know about the regulations and programmes in Croatia and have mixed beliefs about the success of refugee integration. Some believed that Croatia was unsuccessful in integrating refugees, while others described examples of refugee children in schools who showed good adaptation and were accepted by others.

When thinking about the core of the integration process, a great majority of participants in all focus groups agreed that integration includes changes in both groups, cultural understanding and freedom of expression, thus tapping into the dimension of "Facilitators" of integration (Ager & Strang, 2008). Ideal, or 'perfect' integration, as described by the participants, was seen as a state in which no differences are made between the members of the two groups. These views can be described as a two-way integration in which the differences between the groups do not matter, and are therefore not perceived.

Conversely, they could indicate a notion of assimilation of the refugees into the host society to a degree of disregarding their cultural origin, which has negative consequences for the social identity of refugees. Still, the sentiment during the discussion indicated the first, integrative position, particularly emphasising that refugees should not be seen as "others". It is not surprising that the refugees expressed wishes to remove the label "asylee" from their ID card, signalling problems in approaching statutory services leading to the feeling of being discriminated.

Participants of all focus groups highlighted the crucial issues for which they believed that, when resolved, lead to successful integration: Croatian language acquisition, having a job that provides liveable income, access to education and housing accommodation. These elements are in line with the theoretically posed "Markers for and Means of" achieving integration. Participants in all focus groups believed that socio-economic autonomy serves as an indicator of successful integration. Refugees further emphasised the importance of positive relations with the hosts in achieving integration, showing that intergroup relations are seen as crucial in the understanding of a functional integration process.

Participants recognised that the integration process depends on the activities and decisions of different actors, such as the governmental systems, the NGOs and the media. The host community was seen as responsible for accepting, helping and being open to refugees, while refugees were expected to show interest in staying and integrating into the host country.

HC7:² *First, it would be to show goodwill, readiness to learn a new language and new culture into which they are coming.*

RC7: *Mainly, they should treat us the same as anybody else. (...) As someone living in this society, I must accept the customs that are important here and I also think that they should accept me and my customs.*

Hosts also discussed the role of the media in the integration process. The media was seen as influential in forming public opinions both positively and negatively, and participants recognised the role of political orientation of some media outlets in modelling images of refugees, noting that the right-wing portals promote negative images of refugees.

Socio-economic integration

This theme included several categories and codes related to individual, social and economic resources, as well as the potential barriers and facilitators of the integration process.

Thinking about potential barriers to integration, the hosts assessed the programmes and procedures that are meant to facilitate refugee integration as poorly planned and even worse executed. Even though they did not know about the latest national strategy of integration (Office for Human Rights and Rights of Minorities, 2017), they strongly believed these services were insufficient, and emphasised the importance of a systematic approach to integration – a process universal to all asylum seekers and beneficiaries, transparently provided and monitored financially. Interestingly, the refugee community participants portrayed this disorganisation through their experiences with the administrative services, work, access to accommodation and the duration of subsidised housing.

RC5: *I think doctors don't know the system, that Croats pay for their insurance and the Ministry [of health] pays for our insurance. When I go to the doctor, they don't know who pays for it and they tell me that they can't register me.*

Issues with the health sector were mentioned multiple times in the refugee focus groups, and these experiences show that the Croatian health system was not well prepared for the arrival of refugees. Refugees believed that the health service providers were not sufficiently informed about the rights of asylum beneficiaries and therefore were reluctant to register them as patients into their general practice. But, the issue could be related to the system itself. Based on reports and interviews with key informants, Jurković (2021) concluded that the asylum beneficiaries in Croatia experience difficulties accessing public health services because they are not "registered in the information system", and are unable to get medical assistance or medicine in the pharmacy (p. 83; translated by authors). This systematic oversight negatively impacts 'social links' between the refugees and institutions and services, possibly leading refugees to have negative expectations from healthcare services.

Work and language were seen by both groups as both facilitators and barriers to integration – if available, work, learning and practising the language allowed for easier integration into the host country, not only due to the increased socio-economic stability but also as they promote social interaction with the hosts. Refugees also described very positive experiences with hosts at work.

RC6: *First of all, it's work [that helps me feel good]. (...) Having friends at work who help you and make you feel like it doesn't matter who's a Croat and who's a foreigner.*

RC4: *My experience is the same; when I was working at the beauty salon, I had different people coming and who knew about Syria. For example, some people don't know about Syria. Late-*

ly, a lot of people do know. And it's nice, they empathise with us and talk and it's a nice experience for me. They even tipped me more. (Laughs)

RC11: *To break these barriers that exist between refugees and Croats, it can happen through work, through collegial relations. I have a lot of friends among my co-workers, we go out and hang out.*

Work was strongly emphasised as important by both host and refugee participants. Given that it plays such an important role for refugees, it is concerning that they had negative experiences with finding a job, seeing their cultural markings as a barrier, and with the available job positions typically below their qualifications.

RC10: *It's very hard to find a job. (...) And it's a problem also when you wear a hijab, then you have that problem of finding a job. (...)*

Even though hosts recognised housing as an important aspect of the independence of refugees and access to affordable housing an important indicator of integration, refugee participants described their experiences of rejection by the landlords who were reluctant to rent apartments/houses to them:

RC10: *When it comes to finding a house, they know you're Syrian, but as soon as they see you look like this and that you're with children, they immediately reject you.*

The educational context is closely related to the capacity for socio-economic integration. Refugee children and young adults see difficulties with mastering the Croatian language as a major barrier to their educational and professional perspectives. Education was seen as a very important aspect of integration, not only because of the socio-economic element (acquiring competencies and qualifications necessary for the job market later on) but because it is a meeting point of hosts and refugees, and a place where language and culture are learnt about (by both groups). From the socio-psychological perspective, not only is school important for forming relationships between children and young adults but it also brings together parents, thus facilitating the integration process in both generations. Interestingly, education among the host participants was seen as a vehicle for raising openness to others which was assessed as lacking.

The socio-economic dimension of integration was often referenced in relation to the socio-psychological one, particularly in the context of intergroup contact at work, in school, while looking for accommodation and in interaction with governmental services. These elements are the markers (clear indicators) of the integration progress and are at the same time the means of achieving integration.

Intergroup relations

The role of intergroup relations was especially highlighted for the integration of refugee and host communities. Positive relationships are a building block for successful integration in the local community and are related to safe and pleasant contact, mutual tolerance and respect, positive attitudes and general openness towards other people and experiences. Relationships are relevant not only in the context of "Social connections" but also for the socio-economic benefit of refugees, as they promote building social capital through sharing information regarding work opportunities, and may influence job satisfaction through the pleasantness of co-worker relations. Under this theme, a series of categories representing different aspects of the socio-psychological integration arose from the focus group discussions: attitudes, social acceptance and rejection, intergroup contact and feelings, perception of intergroup threat, and perception of one's group.

Host participants believed that attitudes of their group towards refugees are neither positive nor negative, which is supported by the findings of a recent study conducted in four regions in Croatia showing that the attitudes of hosts towards refugees were indeed neutral (Ajduković et al., 2019). Host participants also believed there is a lack of interest in the integration process on their behalf. This could explain the lack of knowledge on the integration policies and processes established in Croatia thus far.

HC21: I don't think people have an attitude towards that because they didn't have any direct contact with them. I think that even when we had the toughest time with the immigration crisis here, people still didn't feel it. It was bombastic in the media, but I think people simply didn't have any connection with it. I think most Croats did sympathise with them and I think that, if Croats had to choose whether they felt positively or negatively about asylees, the prevalent experience of Croats would be positive.

Meta-analytic research shows that attitudes more strongly predict behaviour when the persons had direct experience with the attitude's object and reported their attitudes frequently, indicating more clearly formed and salient attitudes (Glasman & Albarracín, 2006). These findings add to the explanation of the neutrality of Croatian hosts towards refugees.

Some individual characteristics were seen as related to attitudes, mainly the age of the local people, political orientation and urban-rural residence: younger, of leftist orientation and people living in the cities are considered more likely to accept refugees. This is in line with the recent meta-analysis of quantitative studies which found that right political ori-

tations and stronger religious affiliations are associated with negative attitudes towards refugees (Cowling et al., 2019).

Interestingly, both host and refugee focus groups participants recognised that historical experiences of war and forced displacement seem to bond Croats and Syrians, and may encourage the hosts to sympathise with refugees:

HC5: *Well, I think that some of it [negative attitude towards migrants] has to do with the war.*

RC5: *So, Croatia has given emigrants to other countries. Currently, the process is the other way around.*

RC4: *I would say that Croats understand our situation. They also had their war.*

The perspective of shared experience has the potential of promoting empathy, acceptance and positive thoughts about arriving refugees. However, host participants emphasised that the war in the 1990s could still have a negative influence on attitudes towards refugees who are viewed as Muslims because that conflict included three nations (Serbs, Bosnians and Croats) and three religions (Orthodox, Muslims and Catholics).

With regard to behaviour and behavioural intentions, participants mostly referred to examples of acceptance and help provided to refugees. All focus groups touched upon the help which refugees receive from the host community, mostly in the context of education and activities of non-governmental organisations (NGO). An interesting relationship between codes "Acceptance" and "Age" (part of the theme "Socio-economic integration") emerged with host participants holding strong beliefs that younger people are more prone to accepting new cultures and experiences and explaining this through the mechanisms of globalisation and fast-changing living conditions that youth is more accustomed to.

Croats believe that their society is generally closed-off to foreigners and that members of their group are more likely to reject other cultural groups than to accept them. In contrast, refugee participants described mostly positive experiences with the Croatian community, but also shared experiences in which they were rejected, predominantly by the healthcare workers. Some had mixed experiences and believed this depended on the person they interacted with. Feeling rejected from accessing their legal rights by individuals representing structures is a social determinant of mental health in a post-migration context, and a risk for psychosocial wellbeing that could be demotivating for refugee integration (Hynie, 2018), but could also compromise their safety and access to rightful services.

The majority of host participants did not have direct experiences with arrivals from Syria. This is in line with previ-

ous research which found that the hosts rarely have contact with refugees, and they value this contact as neutral (Ajduković et al., 2019). Some have been in contact with Syrians during their college years, in the 1970s. Among those participants who had any contact with the refugees, this was mostly indirectly through their children in school, or through someone working in an NGO helping the refugees. One host community participant described her contact with refugees:

HC10: Since I live in an area where there are so many of them, half the houses in the street where I live have never had any bad relationships with them. They are even well-behaved and nice. For example, they have never attacked me; I even saved two refugees from death, my daughter did the same. The other half of that street and my neighbours have a lot of problems with them. They break into houses, steal, take other people's things in broad daylight, they come into yards, they may get drunk and throw bottles around.

This quote indicates that intergroup experiences are mixed, adding to the perception of the quality of intergroup contact as neutral. Another participant, a school teacher, shared a story of a negative atmosphere in the teacher's room upon mention of refugees. Because schools are crucial for the integration of refugee children, it is concerning that the teachers expressed negative experiences. The positive influence of the school was mentioned earlier, with both hosts and refugees mentioning school as crucial for the integration of refugee children and youth. It seems that there are differences not only in the way health providers relate to refugees but this could be true for educational staff also.

Perception of intergroup realistic threat is an experience posed by members of another group to political or economic power, or physical wellbeing (Stephan & Stephan, 2000). Perception of symbolic threat includes perceiving differences in morals, values, standards, beliefs and attitudes between one's group and an out-group (Stephan & Stephan, 2000). In the context of integration, realistic threat is related to competition for socio-economic resources, while symbolic threat is related to maintaining own values, culture and religion. The recent meta-analytic research shows that the persons who feel their resources and culture are endangered are likely to show strong prejudicial attitudes towards refugees (Cowling et al., 2019), which can disrupt the forming of positive social connections between the two groups. Host participants often referred to the job market competition as a barrier to positive relations between Croats and Syrians:

HC4: *They're now competing with the rest of Sisak citizens for a few jobs that are there... Relations cannot be good if Syrians and Croats are competing for a limited number of jobs.*

Having a prosperous socio-economic situation was seen as a factor that could influence how local people relate to refugees, probably stemming from the idea that financially well-established individuals are less, if at all, impacted by the employment incentives and financial assistance for refugees. Interestingly, the hosts did not recognise that the number of asylum applicants in Croatia is very small in comparison to the general population. This is illustrated by the fact that the third country nationals who have received work permits vastly outnumber asylum beneficiaries: from 2006 until 30th September 2021, a total of 922 persons received international protection in Croatia (Republic of Croatia, Ministry of the Interior, 2021) while 6578 work permits were granted in 2019 alone; EMM, 2020). Additionally, the host participants argued that refugees must be helped, but also believed that help should not be withheld from the locals in need:

HC5: *If we teach them the language, these people can get their bearings that way, but the job competition... Some basic education, especially in language, that's something everyone should get... They should have the same rights as we do, to education... and to find work and accommodation... but they should not be helped out too much with subsidies, apartments, benefits, because we also have quite a lot of our own population that needs to be taken care of.*

The statement of one refugee participant shows that refugees are aware of the threat the hosts perceive:

RC11: *To break the fear that exists between us [would be "perfect" integration]. The main opinion Europeans have is that if you're from Syria, you might be carrying a gun.*

This example shows that refugees are well aware of elements of the negative image the locals have about them, relating this to their low motivation to stay and integrate in Croatia. On the other hand, hosts explained their perception of intergroup threats: poor socio-economic status of the country and cultural differences. However, the participants emphasised that more between-group contact could change the opinion of Croats and reduce their fear, thus confirming the postulates of the contact hypothesis stating that bringing members of the opposing social groups together in non-threatening and pleasant circumstances will improve intergroup relations and reduce prejudice and discrimination (Allport, 1954). One refugee participant shared her view on the development

of relationships with the hosts, indicating that the initial distance of hosts towards refugees may be bridged after establishing positive contact.

RC4: *I have lots of friends and at the beginning, they used to have boundaries with me, but everything was fine later. There are always boundaries with people, but when they get to know each other, everything gets all right. I've met a lot of people in the kindergarten and they were very kind to my daughter. My daughter didn't know anything at first, but everybody helped her once they'd seen we were normal people who lived normally. So far, I've had no troubles. And I like Croats.*

Culture, language and social obstacles to integration

Integration is a process that brings into interaction members of two groups which, apart from geographic origins, differ in language and culture. The way these groups interpret such differences can lead to enrichment for both groups through intercultural learning. But, if differences lead to discrimination because of race, religion, culture or language, this hinders the integration process for both groups. This theme encompasses five categories: culture, religion, language, locality, and racism and discrimination.

Host participants expressed a strong belief that the host and refugee cultures are significantly different.

HC5: *As far as culture goes, it is different, but it's normal that we also learn about other cultures and that they learn about ours.*

HC4: *I think your question implies an exchange of cultures, and I don't think it's that important that we learn about Syrians and their culture. It's important that we understand that they are different and that we help them. They are the ones who should learn to live in our culture. We need to give them a chance for it, but we don't need to become half-Syrians or 10% Syrians for it to be successful. We only need to give them a chance, but we don't need to explore their culture, it is back there in Syria.*

The second quote implies that the responsibility for intercultural exchange lies only with the refugees, strongly emphasising an assimilationist view and a passive position of this participant. In contrast, refugee participants believed that the way of life in Croatia was quite similar to that in Syria.

RC5: *For me, it's not hard because my lifestyle here is not that different from the one I had in Syria.*

RC2: *I think the way of life here is not very different than in Syria. That helps me.*

Refugees from Syria described positive experiences with hosts, citing examples of their care for the dietary customs of

Muslims. However, they were very clear in their belief that cultural and religious markings such as wearing a hijab reduce their chance of getting a job, which indicates they experience or expect to experience discrimination from the host community.

RC10: *It's a problem when you wear a hijab, then you have that problem of finding a job.*

RC5: *I think that it's very important for her (RC1*) not to wear things to look like she's not from here. That's very important.*

While the hosts see their and Syrian cultures as very dissimilar, religion is not seen that way. They describe Syrian refugees as Muslims who are different from the Muslims from other countries, making a distinction between groups of migrants from the Middle East. They implied a lesser difference between the hosts and Syrians.

Language competence is uniformly considered the prerequisite for all other levels of integration. Refugees believe that the Croatian language courses are not adequately organised and find it difficult to learn the language.

RC5: *Here, the language is really difficult. (...) They [Croatian government] need to identify those [among refugees] who are seriously willing to learn the language. Sometimes it happens that they organise a language class for 9 people, and only 2 of them are serious... others don't come and then they decide to dismiss the class. Then even those who do want to progress actually don't have a chance to. (...) That's the first thing by which you can identify foreigners.*

It is alarming that the refugees do not have reliable access to language courses, even though this is defined by the Croatian Action plan for integration of asylum beneficiaries (Office for Human Rights and Rights of Minorities, 2017), which places a strong emphasis on language acquisition for all age groups, in schools and during vocational training.

Host participants differentiated between urban and rural areas in their openness to others, with urban areas perceived as more open to multiculturalism and the integration of refugees. They also highlighted a difference between Croatia and Western European countries which have a long tradition of immigration and integration. They shared their view of Germany as a long-time destination of Croatian economic migrants, similarly to Ireland in recent years. Still, they did not provide examples of integration practices in Germany or compare them to those implemented in Croatia. What is interesting is that Germany and Sweden were seen by the participants as rich countries with a long tradition of incoming migration, but nevertheless were not able to integrate some mi-

grants, and consider them as an example of good and bad practice at the same time.

Refugee participants mostly consider Croatia as a transit country, not appealing as an integration destination, being focused on moving on to other European countries:

RC3: *I think that no one wants to come and stay here in Croatia. Most of the people [refugees] think of Croatia as a transit country through which they will someday go to some western country.*

These notions were countered by other refugee participants who expressed their content with living in Croatia, proving that the view of Croatia as a transit country is not universal to all refugees.

Hosts in a few statements showed racist sentiment and were discriminatory towards refugees:

HC4: *And of course, they [refugees] should be allowed to be whatever they choose to be in private. (...) I think that the ideal scenario includes the Croatian side stopping the emigration of Croats, i.e., that the living and work conditions are such that Croats want to stay. And then, when we ensure that, then we can accept immigrants to fill in parts of Croatia that are empty.* [emphasis by the researcher]

HC9: *If you have a sufficient number of refugees who integrate perfectly into society, so they contribute to the economy and then, say, because of their culture they should pay a higher tax.*

HC10: *They are even well-behaved and nice. For example, they have never attacked me.* [emphasis by the researcher]

Even when they are not expressing racist and discriminatory thoughts directly, some host participants express stereotypes and wishes to set boundaries to refugees' freedom of choice (e.g. restricting expression of their cultural identity only to private life and home quarters, considering their reallocation to small communities, wearing a hijab in public, limiting employment).

Refugees describe some negative experiences with hosts when they have felt discriminated or were harassed by the hosts due to displaying cultural and religious markers. Revisiting the socio-economic discrimination, refugees previously expressed their experiences of discrimination while looking for a job, accommodation or accessing healthcare services.

RC7: *I'm looking for a job, but I haven't found a job because I wear a hijab. There are also people here who are afraid when they see I have a hijab and that I'm a Muslim. I don't know why. I was once on a bus with a bag and one man came and looked at my bag as if I had a bomb. People have said things about my hijab.*

(...) *Someone spat on me [while wearing a hijab]. (...) Once I was in an [administrative] office and the service provider asked me if I knew how to sign the papers or if I should sign them with a fingerprint.*

RC10: *I was in a hospital and someone said "hey, hey" to me and when I looked at the guy, he pointed at my hijab and did this [makes a throat cut gesture].*

These examples show that refugee participants had negative experiences not only due to their appearance and origins but were also threatened and harassed. Refugees evidently have a variety of experiences which could in part be attributed to the tendency of some local people to discriminate against newcomers because of being Muslim. Refugee participants are aware of such stereotypes and discrimination:

RC5: *A lot of people have a stereotype of immigrants... that we're Muslims that we don't allow our women freedom... but they don't understand that there are also different Muslims. I don't know why they have a stereotype that all Muslims are the same...*

CONCLUSIONS

This study revealed consensus points among the host and refugee community that can strengthen the contents of action plans aimed to foster integration as a two-way dynamic interaction and ongoing process. The current study also supported the Indicators of Integration Framework (Ndofor-Tah et al., 2019) by providing further empirical support for the three-level social connection theoretical model of bonding within communities, bridging between communities and linking with services. The data support the understanding of multidimensionality of the integration process, but we would place a stronger emphasis on the interplay between the socio-economic and socio-psychological integration, as these dimensions were intertwined throughout discussions of both groups.

The main limitation of this study is the number of refugee participants. Only two refugee focus groups were held due to the COVID-19 pandemic outbreak during the data collection. Nevertheless, there was clear indication of information saturation since the variety of views in the second focus group corresponded to that in the previous one. In the host groups, half of the participants were highly educated, leading to a potential bias due to underrepresentation of participants with a primary and secondary level of education. However, no systematic relation with particular views of the more and less educated participants was identified. The majority of host participants had some background in humanities and social

sciences, which reflects their increased interest in the topic, and were more likely to volunteer for this study. Still, there were also a few participants with background in the technical area. Again, no consistent relation between the work background and views on integration were identified.

Both hosts and refugees understand the goal of integration in the same way: as the state in which no differences are made between the members of the two groups. Although at first sight this may be understood as an assimilationist position, upon closer inspection this sentiment is in essence positive, as the hosts emphasise the responsibility for an active role of their community, alongside the expressed view of the refugees that their own desire to integrate is needed for this process to succeed. The universality of rights should be reflected in the free exercise of legal rights and access to resources and services under the same conditions. Dimensions of integration previously identified in the literature were often referenced, showing that both groups in Croatia are aware of the complexity of integration and the need to address multiple aspects of refugee life to achieve integration.

Hosts and refugees also recognise the need for both groups to adapt in order to facilitate integration: the Croatian community is seen as responsible for structuring fair integration practices, ensuring help and assistance to refugees, along with the need to foster openness towards and acceptance of the refugees within the in-group. Refugees are aware that they should adapt to the customs of the hosts, but also require intercultural understanding, especially with regard to their cultural and religious markings. In practice, public campaigns should acknowledge that being different does not threaten the host culture. Experts should be engaged on this issue, and managing differences should not be left to chance or ignored.

Both groups recognise that the image of Croatia as a transit country on the path to Western Europe does not facilitate integration. They agree, rightfully or not, that for the vast majority of refugees this is only a temporary solution and not the preferred destination. The refugees recognise that the desire to stay in Croatia is an important prerequisite for integrating into the host society.

Both groups also agree that the host society should invest more effort into tools and mechanisms that foster socio-economic and socio-psychological integration, such as easier access to services in relevant information databases (Croatian Institute of Public Health, Croatian Employment Service), tracking the outcomes of activities and programmes fostering the integration process, transparently reporting to the general public. Ensuring that the interpreters and cultural mediators that are available in institutions and services can help in clear

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4.
STR. 661-682

KIRALJ, J., AJDUKOVIĆ, D.:
INTEGRATION...

communication between refugees and service representatives. Overcoming structural barriers to integration and fostering opportunities for viable and pleasant contacts among members of the host and refugee groups was seen as imperative. This is in line with the list of recommendations for policy and practice provided by Ajduković and colleagues (2019).

Both groups acknowledge instances of discrimination against refugees. However, the hosts are much less aware of this issue than the refugees testify through their experiences. This calls for systematic de-stigmatisation policies and continued efforts for which the host society bears responsibility. Participants recognise intergroup contact as a way of reducing negative sentiments and discrimination, believing that programmes of positive and frequent contact are needed and can be organised in schools, work or public settings promoting intercultural exchange and understanding.

Disclosure statement

No potential conflict of interest was reported by the authors.

Funding

The research was conducted as part of the project Forced Displacement and Refugee-Host Community Solidarity funded by the European Commission through the HORIZON 2020 Research and Innovation programme (822491) (<https://www.focus-refugees.eu/>). The opinions expressed in this document reflect only the author's view and reflect in no way the European Commission's opinions. The European Commission is not responsible for any use that may be made of the information it contains.

NOTES

¹ The study is part of a broader multidisciplinary cross-country mixed-methods research on integration of refugee and host communities funded by the European Commission as part of a Horizon 2020 Programme for research and Innovation (project FOCUS).

² HC refers to the host community, while RC refers to the refugee community. The number indicates the participant in the focus group.

REFERENCES

- Ager, A., & Strang, A. (2004). The experience of integration: A qualitative study of refugee integration in the local communities of Pollokshaws and Islington. *Home Office Online Report 55/04*. Retrieved December 1, 2021, from https://www.researchgate.net/publication/237335417_The_Experience_of_Integration_A_Qualitative_Study_of_Refugee_Integration_in_the_Local_Communities_of_Pollokshaws_and_Islington

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 661-682

KIRALJ, J., AJDUKOVIĆ, D.:
INTEGRATION...

- Ager, A., & Strang, A. (2008). Understanding integration: A conceptual framework. *Journal of Refugee Studies*, 21(2), 166–191. <https://doi.org/10.1093/jrs/fen016>
- Ajduković, D., Čorkalo Biruški, D., Gregurović, M., Matić Bojić, J., & Župarić-Iljić, D. (2019). *Challenges of integrating refugees into Croatian society: Attitudes of citizens and the readiness of local communities*. Government of the Republic of Croatia Office for Human Rights and Rights of National Minorities. <https://pravamanjina.gov.hr/UserDocsImages/dokumenti/Challenges%20of%20Integrating%20Refugees%20into%20Croatian%20Society.pdf>
- Allport, G. W. (1954). *The nature of prejudice*. Addison-Wesley.
- Anabtawi, M. F., & Al Amad, T. H. (2019). Influence of social capital on the experiences of married Syrian refugee women in Al-Mafraq Governorate. *International Social Work*, 62(2), 640–652. <https://doi.org/10.1177/0020872817742693>
- Braun, V., & Clarke, V. (2006). Using thematic analysis in psychology. *Qualitative Research in Psychology*, 3(2), 77–101. <https://doi.org/10.1191/1478088706qp063oa>
- Cowling, M. M., Anderson, J. R., & Ferguson, R. (2019). Prejudice-relevant correlates of attitudes towards refugees: A meta-analysis. *Journal of Refugee Studies*, 32(3), 502–524. <https://doi.org/10.1093/jrs/fey062>
- Crabtree, B. F., & Miller, W. L. (1999). Researching practice settings. In B. J. Crabtree & W. L. Miller (Eds.), *Doing qualitative research* (pp. 293–312). Sage.
- De Anstiss, H., Savelsberg, H., & Ziaian, T. (2019). Relationships in a new country: A qualitative study of the social connections of refugee youth resettled in South Australia. *Journal of Youth Studies*, 22(3), 346–362. <https://doi.org/10.1080/13676261.2018.1508824>
- Demir, S. B., & Ozgul, V. (2019). Syrian refugees minors in Turkey. Why and how are they discriminated against and ostracized? *Child Indicators Research*, 12(6), 1989–2011. <https://doi.org/10.1007/s12187-019-9622-3>
- EMM – Evropska migracijska mreža [EMN – European Migration Network] (2020). *Godišnje izvješće za 2019. godinu o migracijama i azilu u Hrvatskoj: nacionalno izvješće* (2. dio) [Yearly report for 2019 on migrations and asylum in Croatia: National report (pt.2)]. Retrieved December 1, 2021, from <https://emn.gov.hr/UserDocsImages/ARM%202019/Godi%C5%A1nje%20izvje%C5%A1e%C4%87e%20o%20migracijama%20i%20azilu%20za%20Republiku%20Hrvatsku%20za%202019.%20godinu.pdf>
- FOCUS (2020). Systematic literature review on socio-psychological integration of refugees and host communities. Project FOCUS (H2020 822401). <https://www.focus-refugees.eu/>
- Glasman, L. R., & Alabarracín, D. (2006). Forming attitudes that predict future behaviour: A meta-analysis of the attitude-behaviour relation. *Psychological Bulletin*, 132(5), 778–822. <https://doi.org/10.1037/0033-2909.132.5.778>
- Gregurović, M., Kuti, S., Župarić-Iljić, D. (2016). Attitudes towards immigrant workers and asylum seekers in eastern Croatia: Dimensions, determinants and differences. *Migracijske i etničke teme*, 21(1), 91–122. <https://doi.org/10.11567/met.32.1.4>

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 661-682

KIRALJ, J., AJDUKOVIĆ, D.:
INTEGRATION...

- Hynie, M. (2018). The social determinants of refugee mental health in the post-migration context: A critical review. *The Canadian Journal of Psychiatry*, 63(5), 297–303. <https://doi.org/10.1177/0706743717746666>
- Jurković, R. (2021). *Integracija azilanata u hrvatsko društvo: kulturno antropološka studija [Integration of asylees in Croatian society: Cultural anthropology study]*. Asesor.
- Jurković, R., & Rajković Iveta, M. (2016). 'Okus doma'. Integracija azilanata protkana transnacionalnim procesima i promicanjem kulinarских delicija ['Taste of home': Integration of asylees intertwined with transnational processes and the promotion of culinary traditions]. *Studia ethnologica Croatica*, 28(1), 147–178. <https://doi.org/10.17234/SEC.28.7>
- Jurković, R., & Rajković Iveta M. (2019). Integration as a key connective tissue of refugee integration in Croatian society. In M. Rajković Iveta, P. Kelemen, & D. Župarić Ilijć (Eds.), *Contemporary migration trends and flows on the territory of Southeast Europe* (pp. 233–252). FF-press. <https://doi.org/10.17234/9789531757829>
- Kuzel, A. J. (1999). Sampling in qualitative research. In B. J. Crabtree & W. L. Miller (Eds.), *Doing qualitative research* (pp. 33–45). Sage.
- Ndofor-Tah, C., Strang, A., Philimore, J., Morrice, L., Michael, L., Wood, P., & Simmons, J. (2019). *Home Office Indicators of Integration frame-work*. Home Office Research Report 109. Retrieved December 1, 2021, from <https://www.gov.uk/government/publications/home-office-indicators-of-integration-framework-2019>
- Office for Human Rights and Rights of Minorities (2017). *Action plan for integration of persons under international protection for 2017 to 2019 [Akcijski plan za integraciju osoba kojima je odobrena međunarodna zaštita za razdoblje od 2017. do 2019. godine]*. Retrieved December 1, 2021, from <https://pravamanjina.gov.hr/UserDocsImages/dokumenti/AKCIJSKI%20PLAN%20ZA%20INTTEGRACIJU%202017-2019.pdf>
- Parker, S. (2018). "It's ok if it's hidden": The discursive construction of everyday racism for refugees and asylum seekers in Wales. *Journal of Community & Applied Social Psychology*, 28(3), 111–122. <https://doi.org/10.1002/casp.2344>
- Patton, M. Q. (1990). *Qualitative evaluation and research methods*. Sage.
- Republic of Croatia, Ministry of the Interior (2021). *Statistical indicators of persons granted international protection in the Republic of Croatia concluded with September 30, 2021*. Retrieved December 1, 2021, from <https://mup.gov.hr/pristup-informacijama-16/statistika-228/statistika-trazitelji-medjunarodne-zastite/283234>
- Stephan, W. G., & Stephan, C. W. (2000). An integrated threat theory of prejudice. In S. Oskamp (Ed.), *Reducing prejudice and discrimination* (pp. 23–45). Lawrence Erlbaum.
- Tracy, S. J. (2013). *Qualitative research methods*. Wiley-Blackwell.

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 661-682

KIRALJ, J., AJDUKOVIĆ, D.:
INTEGRATION...

Integracija izbjeglica u Hrvatskoj: kvalitativno istraživanje integracijskoga procesa i međugrupnih odnosa izbjeglica iz Sirije

Jana KIRALJ, Dean AJDUKOVIĆ
Filozofski fakultet Sveučilišta u Zagrebu, Zagreb, Hrvatska

Na temelju teorijskoga modela multidimenzionalne, dvosmjerne i dinamičke integracije izbjeglica i domicilnoga društva provedeno je kvalitativno istraživanje s ciljem ispitivanja mišljenja, percepcija i iskustava s integracijom izbjeglica iz Sirije i domaćina u Hrvatskoj. Održano je pet fokusnih grupa, tri s domaćinima ($N = 21$) i dvije s izbjeglicama iz Sirije ($N = 11$). Utvrđene su četiri široke teme zajedničke objema grupama, a koje se podudaraju s multidimenzionalnim karakterom integracije: "Perspektive o integraciji", "Socioekonomска integracija", "Međugrupni odnosi" te "Kultura, jezik i društvene prepreke integraciji". Teme su identificirane u svim fokusnim grupama i u obje skupine sudionika, a domaćini i izbjeglice slagali su se u pogledima na integraciju. Članovi objiju grupa razumiju dvosmjernost i dinamične integracije na isti način te prepoznavaju potrebu za prilagodbom objiju skupina. Hrvatsku vide kao privremeno rješenje za izbjeglice, što znači zapreku njihovoј integraciji. Naglasak je stavljen na međugrupne odnose i odgovornost domaćina u pružanju mogućnosti i mehanizama koji olakšavaju socioekonomsku i sociopsihološku integraciju, premošćuju strukturne zapreke i promiču ugodan međugrupni kontakt.

Ključne riječi: izbjeglice, tražitelji azila, integracija, stavovi, međugrupni kontakt



Međunarodna licenca / International License:
Imenovanje-Nekomercijalno / Attribution-NonCommercial



ONLINE VIDEO GAME INFLUENCER'S CREDIBILITY AND PURCHASE INTENTION

Smith BOONCHUTIMA, Aniwat SANKOSIK

Faculty of Communication Arts,
Chulalongkorn University, Bangkok, Thailand

UDK: 339.138:004.946

Original scientific paper

Received: May 29, 2021

In the last few years, and especially during the COVID-19 pandemic, the majority of everyday activities were shifted online. Therefore, marketing strategies had to adapt to this shift. This led to the development of new forms of marketing, including influencer marketing. Although credibility is often theorised as the reason why the audience prefers to follow influencers over celebrities, empirical evidence is mixed and unrelated to the gaming industry. Therefore, our aim in this study was to test if source credibility (and its three elements: attractiveness, trustworthiness, and expertise) predicts video games purchase intentions, as well as to check if the model misspecifications caused by ignored links of causality led to inconsistent conclusions in earlier studies. The results based on an international sample of PewDiePie's followers ($N = 238$) have confirmed both ideas: source credibility predicts purchase intentions and model misspecifications of source credibility could have led to inaccurate estimates in earlier studies.

Keywords: source credibility, purchase intentions, attractiveness, trustworthiness, expertise

- ✉ Smith Boonchutima, Chulalongkorn University, Faculty of Communication Arts, Department of Public Relations, 254 Phayathai Road, Pathumwan District, Wang Mai Subdistrict, Bangkok 10330, Thailand.
E-mail: smith.b@chula.ac.th

INTRODUCTION

As of January 2021, there are reportedly 4.2 billion active users of social media (Kemp, 2021). This means 4.2 billion people actively scrolling through varieties of online contents, some of which may include promotional materials. The majority of

large social media platforms have incorporated at least some form of marketing in order to enhance profits. This also allowed marketers to find new paths to the audience. According to Tuten (2020), in order to reach the audience, marketers have adapted their strategies and, in line with the contemporary trends, allocated their resources to online marketing.

One of the currently most popular methods of social media marketing is influencer marketing. Influencers, social media stars, or micro-celebrities (Gaenssse & Budzinski, 2020) are individuals who became famous by expressing their opinions and experiences online. Compared to celebrities, influencers are perceived as more credible, closer to the audience, and easier to identify with, leading to a higher efficacy of influencer marketing (Jin et al., 2019; Schouten et al., 2019). After recognising the capacity of their opinions to influence the audience through increasing brand awareness via electronic word-of-mouth (Weisfeld-Spolter et al., 2014), many marketers turned to online influencers to market their products (Hudders et al., 2021; Ki et al., 2020; Tuten, 2020). Currently, there are many forms of sponsorship, advertisement, and deals between influencers and brands, implying that influencer marketing has grown to be a vast and competitive industry that demands marketers to keep up with the ever-changing landscape (Hudders et al., 2021). As Taylor (2020) described, influencer marketing emerged as a significant subject during the COVID-19 pandemic, implying the need to study the subject more thoroughly instead of focusing solely on conversion rates.

One aspect of contemporary online industries where influencer marketing is used, but understudied, is the gaming industry (Sirola et al., 2020), one of the biggest modern online entertainment industries (Richter, 2020). Twitch.tv, to name one of many famous sites that allow live streaming of gameplay, had 15 million unique visitors daily in 2018 and about two million unique streamers monthly (Woodcock & Johnson, 2019). According to Clement (2021), the gaming market worldwide in 2020 was worth about 175 billion USD. For comparison, global box office revenue in 2019 was about 42 billion dollars and about 12 billion USD in 2020 (McClintock, 2011), which well describes the popularity of gaming. As Törhönen et al. (2020) discussed, gaming influencers can affect the audience in two ways: they can create the need to play some game and provide relevant information on the game. Also, as Canossa et al. (2019) described, video game influencers can impact the gameplay habits of their followers, including their decisions on purchasing specific game-related items using real money. The popularity of online video game influencers in some cultures

is so high that it became one of the most popular occupations among children (The LEGO group, 2019). However, the part that explains why users follow gaming influencers and their recommendations and how they choose whom to follow in the first place remain understudied. A potential answer to this question may lie in the concept of source credibility, which was in the focus of this study.

While developing the research design for this study, we aimed to offer multiple contributions to the existing literature by closing potential evidence gaps in the earlier studies. Firstly, it addresses the role of source credibility in defining purchase intentions in the context of the gaming industry, where it has not been studied before. Although it is known that E-WOM affects purchase decisions regarding video games, especially if the games are not very popular and the sources are (Zhu & Zhang, 2010), we failed to find any empirical test of the role of source credibility in the field of video game purchase. As such, it provides a valuable contribution in the form of testing the validity of generalising outcomes of earlier studies on the relationship between credibility and purchase intentions in the context of the gaming industry and influencers. Secondly, we tested multiple models in order to ensure the robustness of its findings. This is relevant because source credibility consists of multiple correlated components (Ohanian, 1990; see Literature review), which may result in biased estimates of the contribution of each component. We believed both of these contributions represent valuable information that can be used in the development of marketing strategies.

Literature review

Credibility, by definition, is the evaluation of trust and believability, with the credibility of a communicator or message source representing a relevant factor of persuasion (Hovland & Weiss, 1951). Ohanian (1990) outlines a source credibility model that includes three main underlying dimensions of source credibility – Attractiveness, Trustworthiness, and Expertise – representing characteristics or traits of sources.

Attractiveness represents a characteristic of influencers that allows them to attract attention and entertain their audience. According to Joseph (1982), attractive sources are likely to receive greater attention than those that lack them. While Ohanian (1990) and Ermeç Sertoglu et al. (2014) focused dominantly on physical attractiveness, others (e.g., McGee & Shevlin, 2009; Tornquist & Chiappe, 2015) pointed out that attractiveness goes beyond physical appearance and includes other factors, like humour and the ability to entertain others.

Trustworthiness expresses the source's capability to convey information believably to its receiver, or the extent to which the receiver perceives the source as honest, sincere, or truthful (Giffin, 1967). This can define the degree of confidence in and acceptance of the speaker's message (Sallam & Wahid, 2012). Ohanian (1990) explains that a trustworthy communicator must possess persuasive qualities while expressing a certain level of integrity. It is worth noting that trustworthiness is unrelated to the actual facts one is exhibiting – it is dominantly based on the impression the source of information makes on the audience.

Expertise is the degree of experience and qualification which determines how knowledgeable the source is (Lou & Yuan, 2019). According to Ohanian (1990), users will give their source a high level of credibility based on the ability of the source to express that they are knowledgeable in that specific area. Expertise in subject matter is important to credibility since it reflects how professional or well-informed influencers are and, therefore, worthy of being opinion leaders. According to Balog et al. (2008), influencers' success is based on their dedication to particular interests and developing expertise in that area.

Multiple studies tested the role of source credibility in purchase intentions. Generally, Harmon and Coney (1982), based on a sample of 200 business people from Phoenix, claimed that the high credibility of the source would increase the probability of purchase intention by the receiver. Many researchers focused on the credibility of celebrities (e.g., Apejeye, 2013; Ahmed et al., 2014; Pornpitaktan, 2004) and provided evidence in favour of the relevance of source credibility. Although one might be tempted to treat influencers the same as celebrities, one study found that people were more likely to trust influencers and felt closer to them compared to celebrities (Schouten et al., 2020). In the following brief review, we focused on research that studied the Ohanian (1990) model of source credibility.

Pikas et al. (2012) collected a student sample and asked them about the perceived relevance of three components of source credibility in various purchase situations. Although the majority of participants pointed out source attractiveness as the most relevant characteristic, relevance of the three source credibility components varied with respect to purchase conditions. Two additional characteristics of this study should be noticed: the responses were ipsative, indicating that choosing one aspect as relevant does not mean that the others are irrelevant, and in all conditions at least some fraction of participants recognised the role of each factor. In the context of social networks, Gunawan and Huarng (2015) collected a snowball

sample from various online spaces and found that source credibility, along with argument quality, determines attitudes towards information which, in turn, predict purchase behaviour. Lim et al. (2017) collected a convenient sample of Malaysian students with a similar purpose. They found that source attractiveness had an indirect effect on purchase intention, while no arguments in favour of the relationship between source credibility (defined through expertise and trustworthiness) and purchase intention were found. Although the study mentions a structural model, it is not shown in the manuscript, implying that the absence of effect might be a consequence of overcontrolling that opened some backdoor paths (see Cinelli et al., 2020) or multicollinearity, which is highly plausible considering Table 3 (Lim et al., 2017, p. 29). One study used a convenient sample of dominantly college students and found that beauty vlogs endorsed purchase intentions among users who already had experience with the product (Sekarasih et al., 2017). In that study, with a relatively low statistical power, previous experience emerged as a more relevant predictor of purchase intentions compared to source credibility. However, the absence of the correlation table again prevents the conclusion that this absence of significant effects is not another example of "bad controls" (Cinelli et al., 2020).

This study

The presented studies imply several conclusions. Firstly, their operationalisation of source credibility varied in terms of the elements that were included in the concept, which could have led to variable results. Secondly, this can be further explained by potentially sub-optimal structural models used in some of the studies, which led to overcontrolling. In this study, we attempted to rectify this and tested the Ohanian (1990) model of source credibility in the context of predicting video-game purchase intentions.

In order to operationalise our expectations, we formed multiple hypotheses. In line with the previous literature (Gunawan & Huarng, 2015; Lim et al., 2017; Pikas et al., 2012), we expected to establish a positive relationship between source credibility and purchase intentions (H1). Taking into account the potential limitations of statistical procedures used in this study, we calculated separate models with and without credibility as the second-order factor and further specified this hypothesis. Firstly, in the model with credibility as the second-order factor, we expected to find that all three first-order factors (attractiveness, trustworthiness, and expertise) are substantially loaded on the second-order factor of credibility (H1a) and that this second-order factor significantly predicts

purchase intentions (H1b). However, in the model with no second-order factor of credibility, we expected to find only one of the three first-order factors as a significant predictor of purchase intentions (H1c).

Before testing such a hypothesis, one has to determine a relevant source of information whose credibility will be assessed. According to Tankovska (2021), one of the most popular video game online influencers on Youtuber, named PewDiePie, currently has more than 27 billion views on his YouTube channel. PewDiePie is one of the influencers that popularised video game content on YouTube, resulting in gaming content becoming one of the most-watched contents on online platforms. Due to his huge success (Drehs, 2015), we decided to use him as a source and tested the relationship between his credibility and the purchase intentions of his followers.

METHODS

Participants

Of 414 respondents recruited via social media sites, data cleaning left us with 238 participants (77.3% men). The average participant was born between 1998 and 1999, implying that he or she was approximately 21 to 22 years old when the study was conducted. On average, they watched PewDiePie's videos for over four years ($M = 4.29$) and played video games for more than five hours a week ($M = 5.45$).

Measures

This section briefly presents the measures used in this study. All the items were measured on 1-5 scales, with higher values indicating higher levels of the measured constructs.¹

The questions used to measure source credibility were developed based on Ohanian's (1990) and Ermeç Sertoglu et al.'s (2014) studies. Attractiveness was measured using three items ("Do you find PewDiePie physically attractive?", "Do you find PewDiePie funny to watch", and "Do you find PewDiePie entertaining to watch"), which formed a single factor with acceptable internal consistency ($\alpha = 0.75$). Trustworthiness was measured using four items ("Do you find PewDiePie honest towards viewers?", "Do you find PewDiePie trustworthy when it comes to his opinion on video games?", "Do you find PewDiePie relatable?", and "Do you find PewDiePie's opinion of video games similar to yours?"), also forming a single factor with acceptable internal consistency ($\alpha = 0.77$). Expertise was measured with only two items ("Do you think that PewDiePie is good at video games generally?" and "Do you think PewDiePie has a lot of experience in video games?"), which makes it, in

the context of this study, more of a formative than reflective construct and explains a somewhat lower internal consistency of the scale ($\alpha = 0.46$).

Purchase intention was measured using three items developed for the purposes of this study ("I am likely to purchase a video game product based on PewDiePie's opinions", "I am likely to be interested in buying certain video games if PewDiePie plays them or talks about them", and "I am likely to be interested in video game products sponsored by PewDiePie"). They formed a scale with a high internal consistency ($\alpha = 0.86$).

Of control variables, we also measured the age (as birth year) and gender of participants. We also included five questions regarding the gaming activities of participants: two related to the weekly quantity of gaming and length of following PewDiePie's videos, and three that served as filter questions ("Do you watch PewDiePie on YouTube, Twitch or any other platform?", "Do you play video games?", "Have you ever spent money on video games?").

Procedure

The ethical aspects of the study were evaluated and approved by the institutional International Programs Office. Invitations to participate in this study were disseminated online, using social media sites. After reading the text of the informed consent, which introduced participants to their rights, including the right to stop participating at any moment without consequences, participants who agreed with the terms filled the questionnaires. The filter questions on PewDiePie eliminated 79 participants. In the next step, we excluded 41 participants who failed to provide answers to all the relevant questions. From this subsample, we further eliminated 31 participants who provided the same answer more than nine times in a row due to potential careless responding. In the next step, we excluded 19 participants due to their age, which was less characteristic of typical youth (> 30). Finally, we excluded six participants due to their unusual results on the items relevant for this study, as recognised by Mahalanobis distance. This led us to the final sample of 238 participants. Based on Ohanian (1990), we expected correlations between source credibility and purchase intentions of about 0.40, which at the power of 80% requires 45 participants to be significant at $\alpha = 0.05$. However, according to Schönbrodt and Perugini (2013), it takes about 200-250 participants to achieve stable correlations, which is why we decided to collect more than 45 participants.

Analyses were conducted in R (R Core Team, 2021). The most relevant packages for analyses were lavaan (Rosseel, 2012)

and semTools (Jorgensen et al., 2021), while the complete list of packages can be found in the OSF link. SEM using robust maximum likelihood estimator was used to calculate the results.

RESULTS

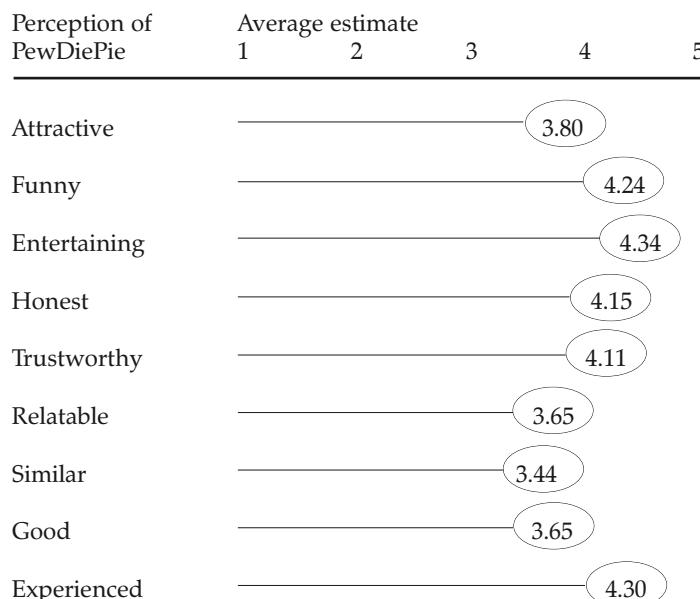
The results of the applied statistical analyses are briefly exhibited in this section.

➲ TABLE 1
Item-wise descriptive statistics based on a sample of followers of PewDiePie ($N = 238$)

	<i>M</i>	<i>SD</i>	Median	IQR
Attractive	3.80	0.84	4	1
Funny	4.24	0.75	4	1
Entertaining	4.34	0.77	4	1
Honest	4.15	0.86	4	1
Trustworthy	4.11	0.80	4	1
Relatable	3.65	1.00	4	1
Similar	3.44	0.93	3	1
Good	3.65	0.85	4	1
Experienced	4.30	0.62	4	1
Purchase intentions 1	3.16	1.06	3	2
Purchase intentions 2	3.45	1.00	4	1
Purchase intentions 3	3.14	1.02	3	1

Descriptive statistics exhibited in Table 1 suggest that participants had a generally positive opinion on PewDiePie, as all the average estimates (and majority of medians) were slightly above the midpoint of the scale. Exhibited variability in opinions is somewhat low, but it should suffice for valid outputs of statistical analyses.

➲ FIGURE 1
Perception of PewDiePie in a convenient youth sample ($N = 238$)



The averages presented in Figure 1 suggest that participants generally had a positive opinion on PewDiePie's credibility. They dominantly considered him funny, entertaining, experienced, and honest, while his choice of video games they generally found relatable. Regarding purchase intentions, participants were, on average, neutral regarding following PewDiePie's recommendations (means ranging from 3.14 for interest in games that PewDiePie sponsors to 3.45 for the likelihood of buying games if PewDiePie talks about them or plays them).

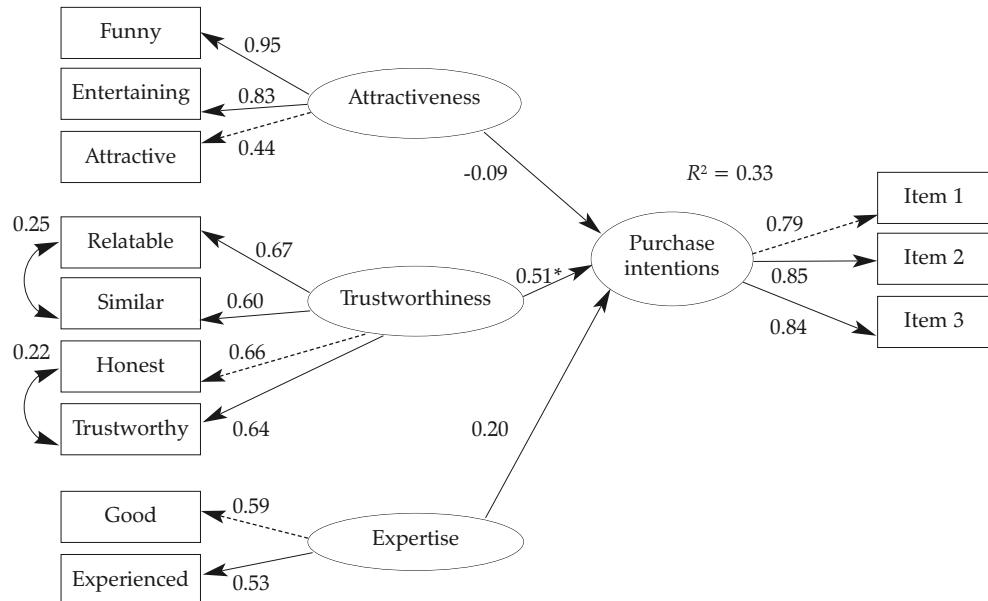
➲ TABLE 2
Correlations between
source credibility and
purchase intentions

	(1)	(2)	(3)	(4)	(5)
(1) Attractiveness	1				
(2) Trustworthiness	0.80*	1			
(3) Expertise	0.52*	0.58*	1		
(4) Credibility	0.85*	0.94*	0.62*	1	
(5) Purchase	0.46*	0.51*	0.33*	0.54*	1

* $p < 0.001$

➲ FIGURE 2
Source credibility
elements as distinct
constructs in the
prediction of video
game purchase
intentions

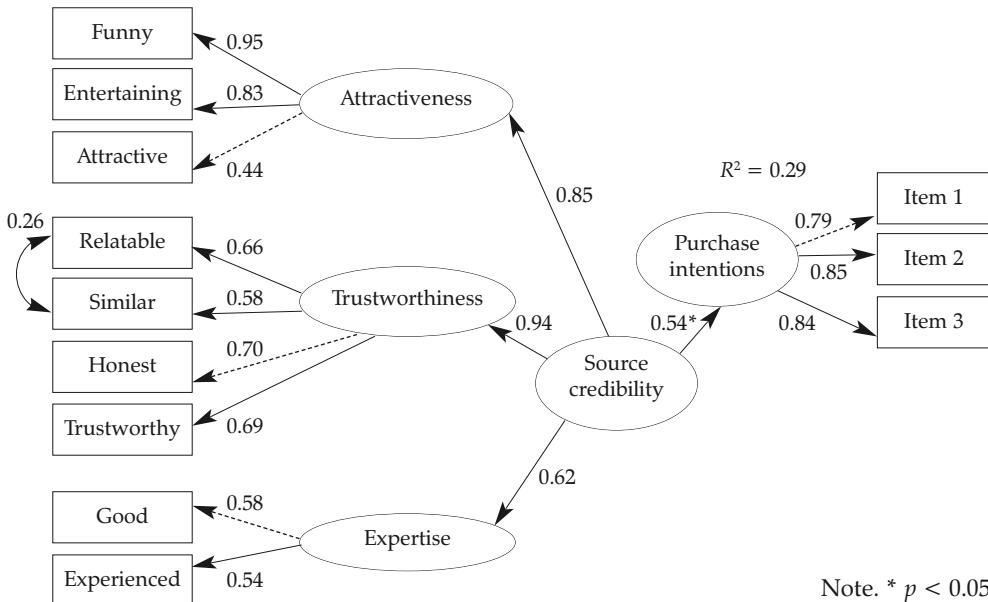
The correlation table (Table 2) shows that all the elements of source credibility, as well as the general component of credibility, are positively related to purchase intentions. This means that participants who considered PewDiePie more credible (and, specifically, more attractive, trustworthy, and expert) were also more likely to follow his advice on video game purchases.



Note. * $p < 0.05$.

FIGURE 3
Source credibility
in the prediction of
video game purchase
intentions

The plot above (Figure 1) presents the results of the conducted structural equation modelling. According to these results, the model fits the data acceptably well (robust CFI = 0.955, SRMR = 0.050) and, unlike in the prior correlation analyses, only trustworthiness seems to predict video game purchase intentions – the more trustworthy the influencer seems to be, the more likely are the followers to follow his opinions. However, the second plot (Figure 2; robust CFI = 0.950, SRMR = 0.054) shows that the conclusion in the previous sentence is biased due to the "bad controls" problem as all three variables (attractiveness, trustworthiness, and expertise) form a single construct – source credibility – that predicts purchase intentions.



We repeated these analyses with age and gender as additional predictors of purchase intentions and obtained nearly identical results.

DISCUSSION

The results of this study confirmed the researchers' expectations. In general (and in line with H1), the study found moderate to strong positive relationships between source credibility and video game purchase intentions. This is in line with other studies (Harmon & Coney, 1982; Ohanian, 1990; Pornpitaktan, 2004) that established such relationships in other purchasing contexts. Influencers who may seem ordinary and approachable (Chapple & Crownie, 2017), but knowledgeable (Erz & Heeris Christiansen, 2018) and willing to entertain their audience (Ermeç Sertoglu et al., 2014) seem to be considered as

credible. Our model achieved adequate fit despite joining variables of engagement, defined as how fun to watch and entertaining the presenter was (Todd & Melacon, 2018), and attractiveness. These findings are in line with Eisend (2006): attractiveness seems to have a broader meaning. It does not reflect only the visual characteristics but also the level of engagement and emotional arousal that a person can invoke, which, in the proper context, can enhance memory of the content (Mather, 2007). Altogether, it seems like credible sources of information and their recommendations on video games are more likely to be followed when making purchase decisions than less credible ones.

Next to confirming the relationship between source credibility and purchase intentions, this study also addressed some limitations of the earlier literature – mainly, the issue of "bad controls" (Cinelli et al., 2020). In line with H1a and H1b, first-order factors of credibility according to Ohanian's (1990) model substantially loaded on the general factor, and this general factor predicted purchase intentions fairly well. In line with H1c, the absence of the second-order factor led to less consistent results – only one first-order factor (trustworthiness) was established as a significant predictor of purchase intentions. The discrepancy in the results of available literature may stem from the specific analytical approaches. Namely, multiple studies included all three elements of source credibility in the regression models at the same time. Although some controlled for variance inflation due to their intercorrelation (Lim et al., 2017), the potential causal links between the three predictors were not addressed. As Cinelli et al. (2020) discuss, if relationships between multiple predictors are uncertain, their joint inclusion in the same model may lead to less precise estimates of their effects instead of more precise ones, which the inclusion of control factors should yield. For instance, the latter authors discuss that the inclusion of a mediator as a control factor could undermine the estimate of the direct effect of a predictor on a criterion. Unfortunately, until now, researchers did not focus on addressing the potential causal relationships between the three factors of source credibility. For instance, Palmer and Peterson (2015) have shown that, in the context of political expertise, more attractive individuals are often perceived as more knowledgeable and persuasive. Furthermore, a recent study found that the relationship between cheerfulness in scientific communication and the perception of comedy as a relevant source of scientific information was partially mediated by perceived expertise, which was strongly correlated with perceived likeability (Yeo et al., 2020). Therefore, although one might hypothesise on causal relationships between perceived attractiveness and perceived expertise, Oha-

nian's (1990) model does not take that into account. The potential misspecifications of statistical models described in the previous section may have some theoretical implications, as well. The formation of an overarching theory seems to be the next step in resolving the relationships between specific aspects of source credibility and the prediction of purchase intentions.

Next to discerning the relationships within the source credibility model, researchers should also focus on determining the position of this model within larger theoretical frameworks. One such potential framework could be the theory of planned behaviour (Ajzen, 1991). According to Ajzen (1991), behavioural intentions, which directly predict behaviours, are a consequence of attitudes on the issue, subjective norms (i.e., beliefs of other relevant individuals related to the issue), and perceived behavioural control (i.e., the extent to which an individual perceives himself or herself as the one in control of executing that behaviour). In online environments, one can see the number of views, likes, hearts, or other indicators of positive attitudes towards specific people, attitudes, or contents. These could serve as indicators of subjective norms in multiple ways. Firstly, these indicators inform a person about whom his or her peers consider worth following – in other words, who is considered as a credible source. Furthermore, the audience can generally identify well with influencers (Schouten et al., 2020), which may serve as a confirmation of their credibility as sources when it comes to the subjects in which they are considered experts. Other researchers also included source credibility within the scope of subjective norms (see Aditami, 2016; Ajina, 2019). However, gaming influencers can, theoretically, do more than that. Gaming influencers also provide relevant information on where to find the game on a discount and what the gameplay actually looks (and feels) like (i.e., EWOM), which, in turn, may modify viewers' opinions on the subject and perceived control over purchase behaviours. Although source credibility may lead to changes in purchase intentions, the relationship might as well go the other way around: while it is plausible that less credible individuals gain credibility by endorsing popular options and opinions, endorsing unpopular opinions may undermine one's credibility, probably via undermined expertise. Altogether, although source credibility seems to be a relevant construct in purchasing behaviours, its integration with other theoretical approaches from social psychology focused on predicting (purchase) behaviours might lead to even more effective models.

Several characteristics of this study could impede the validity of generalisations of its conclusions. Firstly, the study was not based on representative data of PewDiePie's followers,

implying that the ratings of PewDiePie's characteristics may not reflect how the entire public perceives him. Secondly, this study was based on a correlational design, implying that the validity of any causal conclusion is necessarily limited. Thirdly, while the study relied on instruments based on the items of original studies (Ermeç Sertoglu et al., 2014; Ohanian, 1990), the robustness of its findings would be increased if the complete versions of scales or some other relevant scales were used. Fourthly, we used only one influencer as the relevant source, so we cannot be sure based on these results how much of the effect can be attributed to PewDiePie and how much to gaming influencers in general. Finally, the sample size prevented us from conducting multi-group analyses, which is why we had to control for age and gender.

Therefore, in future studies, next to taking potential multicollinearity into account, it might be interesting to test whether the differences between participant's and influencer's gender affects this network of constructs. In other words, multi-group analyses might contribute to the further development of this field as they would allow to test the effects of gender and congruence between viewer's and influencer's gender on the perception of credibility and purchase intentions. Additionally, experimental studies convey the most valuable information for practitioners. Therefore, in order to obtain a more precise estimate of how credibility (or some of its sub-concepts) define purchase intention, it is inevitable to conduct experiments. Although such research designs are much more complex than correlational research designs, the benefits of conducting them is worth the effort.

However, the latter argument does not mean that the results of the present study are irrelevant for practitioners. After all, there are studies that revealed the positive effect of celebrity endorsement on purchase intentions using experimental research designs (Apejeye, 2013), as well as relevance of perceiving the endorser as trustworthy (Silvera & Austad, 2004). However, our study does not allow estimation whether influencer endorsement leads to better results than celebrity endorsement as one could presume based on the presumptions that the audience prefers trusting influencers to trusting celebrities (Schouten et al., 2020). Therefore, while no arguments against influencer marketing have been provided, further studies are required to ascertain the extent of benefits of choosing influencers instead of celebrities in (video game) marketing.

Altogether, this study, taking into account the limitations of its predecessors, established that perceived source credibility is related to video game purchase intentions. However, the

internal structure of the model, as well as its placement within wider theoretical frameworks, remain unresolved. In line with the statement that every model is suboptimal, yet some can be helpful (Box, 1976), we can conclude that this model explains a substantial portion of the variance of purchase intentions despite its unresolved internal structure. This study, by resolving (at least some of) the problems with the model specification that might have led to unclear results in previous research, opens the door for future tests that could help the development and integration of this model, as well as marketing strategies that are based on it.

Anonymised link to dataset and SPSS file:
https://osf.io/2d5y6/?view_only=f340465863ac45d886a6ae6bcc194e

NOTES

¹ Although we would usually apply confirmatory factor analysis on each scale, in order to get valid results we would have to have four or more items per construct. As the majority of our constructs are operationalised using three or fewer items, the application of CFA would yield perfect, yet non-informative fit indices. This was the main reason for our deviation from the standard procedure of checking fit of each instrument prior to evaluating fit of the overall model.

REFERENCES

- Aditami, S. (2016). *The analysis of halal product purchase intention using Theory of Planned Behavior (TPB): An application on bakery product consumption*. [Doctoral dissertation]. Universitas Muhammadiyah Surakarta. <https://core.ac.uk/download/pdf/148613765.pdf>
- Ahmed, N., Farooq, O., & Iqbal, J. (2014). Credibility of celebrity endorsement and buying intentions an evidence from students of Islamabad, Pakistan. *International Letters of Social and Humanistic Sciences*, 20, 1–13. <https://doi.org/10.18052/www.scipress.com/ILSHS.20.1>
- Ajina, A. (2019). Predicting customers' online word of mouth intention: The theory of planned behavior applied to understand youth Saudi social media behaviors. *Management Science Letters*, 9(10), 1553–1566. <https://doi.org/10.5267/j.msl.2019.5.030>
- Ajzen, I. (1991). The theory of planned behavior. *Organizational Behavior and Human Decision Processes*, 50(2), 179–211. [https://doi.org/10.1016/0749-5978\(91\)90020-T](https://doi.org/10.1016/0749-5978(91)90020-T)
- Apejeye, A. (2013). Influence of celebrity endorsement of advertisement on students' purchase intention. *Journal of Mass Communication & Journalism*, 03(03). <https://doi.org/10.4172/2165-7912.1000152>
- Balog, K., de Rijke, M., & Weerkamp, W. (2008). *Bloggers as experts* [Paper presentation]. Proceedings of the 31st Annual International ACM SIGIR Conference on Research and Development in Information Retrieval – SIGIR '08, Singapore, Singapore. <https://doi.org/10.1145/1390334.1390486>

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 683-701

BOONCHUTIMA, S.,
SANKOSIK, A.:
ONLINE VIDEO GAME...

- Box, G. E. P. (1976). Science and statistics. *Journal of the American Statistical Association*, 71(356), 791–799. <https://doi.org/10.1080/01621459.1976.10480949>
- Canossa, A., Azadvar, A., Harteveld, C., Drachen, A., & Deterding, S. (2019). *Influencers in multiplayer online shooters*. Proceedings of the 2019 CHI Conference on Human Factors in Computing Systems, Glasgow, UK. <https://doi.org/10.1145/3290605.3300489>
- Chapple, C., & Cownie, F. (2017). An investigation into viewers' trust in and response towards disclosed paid-for-endorsements by YouTube lifestyle vloggers. *Journal of Promotional Communications*, 5(2), 110–136. <https://www.promotionalcommunications.org/index.php/pc/article/download/95/109>
- Cinelli, C., Forney, A., & Pearl, J. (2020). A crash course in good and bad controls. *SSRN Electronic Journal*. <https://doi.org/10.2139/ssrn.3689437>
- Clement, J. (2021, March). *Games market revenue worldwide in 2020, by device* [Chart]. <https://www.statista.com/statistics/278181/global-gaming-market-revenue-device/#:~:text=Gaming%20revenue%20worldwide%20in%202020%2C%20by%20device&text=In%202020%2C%20mobile%20remained%20the,billion%20U.S.%20dollars%20in%202020>
- Drehs, W. (2015, June 11). *How PewDiePie gamed the world*. ESPN. https://www.espn.com/espn/story/_/id/13013936/PewDiePie-how-became-king-youtube
- Eisend, M. (2006). Source credibility in marketing communication. *Marketing ZFP*, 28(JRM 1), 43–62. <https://doi.org/10.15358/0344-1369-2006-JRM-1-43>
- Ermeç Sertoglu, A. E., Cathi, O., & Korkmaz, S. (2014). Examining the effect of endorser credibility on the consumers' buying intentions: An empirical study in Turkey. *International Review of Management and Marketing*, 4(1), 66–77. https://www.researchgate.net/profile/Ayseguel-Ermec/publication/316841917_Examining_the_Effect_of_Endorser_Credibility_on_the_Consumers%27_Buying_Intentions_An_Empirical_Study_in_Turkey/links/59132323a6fdcc963e7ed2c7/Examining-the-Effect-of-Endorser-Credibility-on-the-Consumers-Buying-Intentions-An-Empirical-Study-in-Turkey.pdf
- Erz, A., & Heeris Christensen, A.-B. (2018). Transforming consumers into brands: Tracing transformation processes of the practice of blogging. *Journal of Interactive Marketing*, 43(1), 69–82. <https://doi.org/10.1016/j.intmar.2017.12.002>
- Gaensle, S., & Budzinski, O. (2020). Stars in social media: New light through old windows? *Journal of Media Business Studies*, 18(2), 79–105. <https://doi.org/10.1080/16522354.2020.1738694>
- Giffin, K. (1967). The contribution of studies of source credibility to a theory of interpersonal trust in the communication process. *Psychological Bulletin*, 68(2), 104–120. <https://doi.org/10.1037/h0024833>
- Gunawan, D. D., & Huarng, K.-H. (2015). Viral effects of social network and media on consumers' purchase intention. *Journal of Business Research*, 68(11), 2237–2241. <https://doi.org/10.1016/j.jbusres.2015.06.004>
- Haque, U. N. (2020). Effect of social media influencers on purchase intention in shopping of electronic goods. *International Journal of Psy-*

- chosocial Rehabilitation*, 24(5), 3391–3400. <https://doi.org/10.37200/IJPR/V24I5/PR202049>
- Harmon, R. R., & Coney, K. A. (1982). The persuasive effects of source credibility in buy and lease situations. *Journal of Marketing Research*, 19(2) 255–260. <https://doi.org/10.2307/3151625>
- Hovland, C. I., & Weiss, W. (1951). The influence of source credibility on communication effectiveness. *Public Opinion Quarterly*, 15(4), 635. <https://doi.org/10.1086/266350>
- Hudders, L., De Jans, S., & De Veirman, M. (2021). The commercialization of social media stars: A literature review and conceptual framework on the strategic use of social media influencers. *International Journal of Advertising*, 40(3), 327–375. <https://doi.org/10.1080/02650487.2020.1836925>
- Jin, S. V., Muqaddam, A., & Ryu, E. (2019). Instafamous and social media influencer marketing. *Marketing Intelligence & Planning*, 37(5), 567–579. <https://doi.org/10.1108/MIP-09-2018-0375>
- Jorgensen, T., Pornprasertmanit, S., Schoemann, A. M., & Rosseel, Y. (2021). *semTools: Useful tools for structural equation modeling. R package version 0.5-3*. <https://CRAN.R-project.org/package=semTools>
- Joseph, W. B. (1982). The credibility of physically attractive communicators: A review. *Journal of Advertising*, 11(3), 15–24. <https://doi.org/10.1080/00913367.1982.10672807>
- Kemp, S. (2021, January 27). *Digital 2021: The latest insights into the 'State of digital'*. <https://wearesocial.com/blog/2021/01/digital-2021-the-latest-insights-into-the-state-of-digital>
- Ki, C.-W., Cuevas, L. M., Chong, S. M., & Lim, H. (2020). Influencer marketing: Social media influencers as human brands attaching to followers and yielding positive marketing results by fulfilling needs. *Journal of Retailing and Consumer Services*, 55, 102133. <https://doi.org/10.1016/j.jretconser.2020.102133>
- Lim, X. J., Radzol, A. M., Cheah, J., & Wong, M. W. (2017). The impact of social media influencers on purchase intention and the mediation effect of customer attitude. *Asian Journal of Business Research*, 7(2), 19–36. <https://doi.org/10.14707/ajbr.170035>
- Lou, C., & Yuan, S. (2019). Influencer marketing: How message value and credibility affect consumer trust of branded content on social media. *Journal of Interactive Advertising*, 19(1), 58–73. <https://doi.org/10.1080/15252019.2018.1533501>
- Mather, M. (2007). Emotional arousal and memory binding: An object-based framework. *Perspectives on Psychological Science*, 2(1), 33–52. <https://doi.org/10.1111/j.1745-6916.2007.00028.x>
- McClintock, P. (2011, November). *2019 Global box office revenue hit record \$42.5B despite 4 percent dip in U.S.* Billboard. <https://www.billboard.com/articles/news/8547827/2019-global-box-office-revenue-hit-record-425b-despite-4-percent-dip-in-us>
- McGee, E., & Shevlin, M. (2009). Effect of humor on interpersonal attraction and mate selection. *The Journal of Psychology*, 143(1), 67–77. <https://doi.org/10.3200/JRLP.143.1.67-77>

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 683-701

BOONCHUTIMA, S.,
SANKOSIK, A.:
ONLINE VIDEO GAME...

- Ohanian, R. (1990). Construction and validation of a scale to measure celebrity endorsers' perceived expertise, trustworthiness, and attractiveness. *Journal of Advertising*, 19(3), 39–52. <https://doi.org/10.1080/00913367.1990.10673191>
- Palmer, C. L., & Peterson, R. D. (2015). Halo effects and the attractiveness premium in perceptions of political expertise. *American Politics Research*, 44(2), 353–382. <https://doi.org/10.1177/1532673X15600517>
- Pikas, B., Schied, R., & Pikas, A. (2012). Assessing the qualities of athlete endorsers: A study of consumer preferences for the 3 qualities of sports endorsers attractiveness, trustworthiness, expertise. *Journal of Marketing Development and Competitiveness*, 6(3), 42–55. http://www.nabusinesspress.com/JMDC/PikasB_Web6_3_.pdf
- Pornpitakpan, C. (2004). The effect of celebrity endorsers' perceived credibility on product purchase intention: The case of Singaporeans. *Journal of International Consumer Marketing*, 16(2), 55–74. https://doi.org/10.1300/J046v16n02_04
- R Core Team (2021). *R: A language and environment for statistical computing*. R Foundation for Statistical Computing, Vienna, Austria. <https://www.R-project.org/>
- Richter, F. (2020, September 22). *Gaming: The most lucrative entertainment industry by far*. Statista. <https://www.statista.com/chart/22392/global-revenue-of-selected-entertainment-industry-sectors/>
- Rosseel, Y. (2012). lavaan: An R package for structural equation modeling. *Journal of Statistical Software*, 48(2), 1–36. <https://doi.org/10.18637/jss.v048.i02>
- Sallam, M. A. A., & Wahid, N. A. (2012). Endorser credibility effects on Yemeni male consumer's attitudes towards advertising, brand attitude and purchase intention: The mediating role of attitude toward brand. *International Business Research*, 5(4). <https://doi.org/10.5539/ibr.v5n4p55>
- Schönbrodt, F. D., & Perugini, M. (2013). At what sample size do correlations stabilize? *Journal of Research in Personality*, 47(5), 609–612. <https://doi.org/10.1016/j.jrp.2013.05.009>
- Schouten, A. P., Janssen, L., & Verspaget, M. (2020). Celebrity vs. influencer endorsements in advertising: The role of identification, credibility, and product-endorser fit. *International Journal of Advertising*, 39(2), 258–281. <https://doi.org/10.1080/02650487.2019.1634898>
- Sekarasiyah, L., Rahmi, Y., & Sjabadhyni, B. (2017). The influence of beauty vlog on perceived source credibility and purchase intention. *Hubs-Asia*, 21(1), 13. <https://doi.org/10.7454/mssh.v21i1.722>
- Silvera, D. H., & Austad, B. (2004). Factors predicting the effectiveness of celebrity endorsement advertisements. *European Journal of Marketing*, 38(11/12), 1509–1526. <https://doi.org/10.1108/03090560410560218>
- Sirola, A., Savela, N., Savolainen, I., Kaakinen, M., & Oksanen, A. (2020). The role of virtual communities in gambling and gaming behaviors: A systematic review. *Journal of Gambling Studies*, 37(1), 165–187. <https://doi.org/10.1007/s10899-020-09946-1>

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 683-701

BOONCHUTIMA, S.,
SANKOSIK, A.:
ONLINE VIDEO GAME...

Tankovska, H. (2021, April). *PewDiePie video views 2016–2021* [Chart]. <https://www.statista.com/statistics/681092/pewdiepie-video-view-numbers/#:~:text=Having%20amassed%20more%20subscribers%20than,billion%20total%20video%20view%20mark.&text=While%20PewDiePie's%20accumulated%2020%20billion,most%20watched%20channels%20on%20YouTube>

Taylor, C. R. (2020). The urgent need for more research on influencer marketing. *International Journal of Advertising*, 39(7), 889–891. <https://doi.org/10.1080/02650487.2020.1822104>

The LEGO Group (2019, July). LEGO Group kicks off global program to inspire the next generation of space explorers as NASA celebrates 50 years of Moon landing. <https://www.prnewswire.com/news-releases/lego-group-kicks-off-global-program-to-inspire-the-next-generation-of-space-explorers-as-nasa-celebrates-50-years-of-moon-landing-300885423.html>

Todd, P. R., & Melancon, J. (2018). Gender and live-streaming: Source credibility and motivation. *Journal of Research in Interactive Marketing*, 12(1), 79–93. <https://doi.org/10.1108/JRIM-05-2017-0035>

Törhönen, M., Sjöblom, M., Vahlo, J., & Hamari, J. (2020). *View, play and pay? – The relationship between consumption of gaming video content and video game playing and buying*. Proceedings of the 53rd Hawaii International Conference on System Sciences. <https://doi.org/10.24251/HICSS.2020.332>

Tornquist, M., & Chiappe, D. (2015). Effects of humor production, humor receptivity, and physical attractiveness on partner desirability. *Evolutionary Psychology*, 13(4), 147470491560874. <https://doi.org/10.1177/1474704915608744>

Tuten, T. L. (2020). *Social media marketing*. Sage.

Weisfeld-Spolter, S., Sussan, F., & Gould, S. (2014). An integrative approach to eWOM and marketing communications. *Corporate Communications: An International Journal*, 19(3), 260–274. <https://doi.org/10.1108/CCIJ-03-2013-0015>

Woodcock, J., & Johnson, M. R. (2019). Live streamers on twitch.tv as social media influencers: Chances and challenges for strategic communication. *International Journal of Strategic Communication*, 13(4), 321–335. <https://doi.org/10.1080/1553118X.2019.1630412>

Yeo, S. K., Anderson, A. A., Becker, A. B., & Caciato, M. A. (2020). Scientists as comedians: The effects of humor on perceptions of scientists and scientific messages. *Public Understanding of Science*, 29(4), 408–418. <https://doi.org/10.1177/0963662520915359>

Zhu, F., & Zhang, X. (2010). Impact of online consumer reviews on sales: The moderating role of product and consumer characteristics. *Journal of Marketing*, 74(2), 133–148. <https://doi.org/10.1509/jmkg.74.2.133>

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 683-701

BOONCHUTIMA, S.,
SANKOSIK, A.:
ONLINE VIDEO GAME...

Vjerodostojnost online influencera videoigara i namjera kupnje

Smith BOONCHUTIMA, Aniwat SANKOSIK
Fakultet komunikacijskih umjetnosti, Sveučilište Chulalongkorn,
Bangkok, Tajland

U zadnje vrijeme, a posebno tijekom pandemije COVID-19, većina svakodnevnih aktivnosti premještena je na internet. Stoga su se marketinške strategije morale prilagoditi ovoj promjeni. To je dovelo do razvoja novih oblika marketinga, uključujući influencerski marketing. Iako se vjerodostojnost često teoretičira kao razlog zašto publika radije slijedi influencere nego slavne osobe, empirijski se dokazi razlikuju i nisu povezani s industrijom igara. Stoga je naš cilj u ovom radu bio ispitati predviđa li vjerodostojnost izvora (i njegova tri čimbenika: privlačnost, pouzdanost i stručnost) namjeru kupnje videoigara, kao i provjeriti jesu li pogrešne specifikacije modela uzrokovane zanemarenim uzročno-posljedičnim vezama dovele do nedosljednosti zaključaka u dosadašnjim studijama. Rezultati utemeljeni na međunarodnom uzorku PewDiePiejevih sljedbenika ($N = 238$) potvrđili su obje ideje: vjerodostojnost izvora predviđa namjere kupnje, a pogrešne specifikacije modela vjerodostojnosti izvora mogle su dovesti do netočnih procjena u dosadašnjim studijama.

Ključne riječi: vjerodostojnost izvora, namjere kupnje, privlačnost, pouzdanost, stručnost



Međunarodna licenca / International License:
Imenovanje-Nekomercijalno / Attribution-NonCommercial



ZAŠTO SVAJPAMO NA TINDERU? PSIHOLOŠKI KORELATI UPORABE TINDERA

Luka STANIĆ

Ambidekster klub, Zagreb, Hrvatska

Ines REZO BAGARIĆ, Marina AJDUKOVIC

Studijski Centar socijalnog rada, Pravni fakultet
Sveučilišta u Zagrebu, Zagreb, Hrvatska

UDK: 159.922.1-053.6:004.738.5

Izvorni znanstveni rad

Primljeno: 28. kolovoza 2021.

Uporaba aplikacija za pronaalaenje partnera, poput Tinder-a, postaje sve popularnija, posebice među mladima. Međutim, tek se nekoliko istraživanja bavilo motivima uporabe Tinder-a i problematičnom uporabom Tinder-a. Ciljevi rada jesu ispitati čestinu i motive uporabe Tinder-a na prigodnom uzorku mladih te ispitati prediktore problematične uporabe Tinder-a. Istraživanje je provedeno online, a upotrijebljeni su sljedeći mjerni instrumenti: Upitnik motiva uporabe Tinder-a, Upitnik problematične uporabe Tinder-a te Upitnik zadovoljenja i nezadovoljenja psiholoških potreba. Sudionici ($N = 191$; $Z = 75,3\%$; $M_{dob} = 23,14$, $SD_{dob} = 2,779$) izjavljuju da je njihov najčešći razlog uporabe Tinder-a dosada, zatim traženje ljubavne veze, traženje seksualnoga partnera te naposljetku poboljšanje samopouzdanja. Rezultati istraživanja na ovom uzorku pokazuju da žene provode više vremena na Tinderu nego muškarci, a muškarci češće traže seksualnoga partnera nego žene. Sudionici koji iskazuju više razine nezadovoljenja potrebe za povezanošću koriste se Tinderom kako bi pronašli ljubavnu vezu ili podignuli razine samopouzdanja, češće mu pristupaju te više vremena provode na Tinderu, pa iskazuju i više razine problematične uporabe Tinder-a.

Ključne riječi: Tinder, problematična uporaba Tinder-a, psihološke potrebe, mladi



Luka Stanić, Ambidekster klub, Valpovačka 13,
10040 Zagreb.

E-mail: luka.ambidekster@gmail.com

Godina 2020. obilježena je pandemijom COVID-19. S ciljem suzbijanja širenja zaraze i obuzdavanja pandemije, vlasti diljem svijeta poduzele su niz mjera – od zatvaranja ugostiteljskih objekata, noćnih klubova, obrazovnih ustanova, pa do potpunoga zatvaranja država. Navedene mjere prinudile su ljudе na prilagodbu i promjenu dotadašnjih ponašanja. Primjerice, ljudi su rjeđe odlazili u kazališta ili kina, a znatno se smanjilo i vrijeme koje su provodili u druženju s prijateljima i obitelji (Sangster Jokić, 2020). S druge strane, vrijeme provedeno u aktivnostima poput kućanskih poslova povećalo se, više je ljudi počelo raditi od kuće, a posebice su mladi više vremena provodili na suvremenim tehnologijama i internetu (Sangster Jokić, 2020; Sheth, 2020; Ristić i sur., 2020). Zabilježen je i porast prometa na društvenim mrežama. Holmes (2020) navodi kako su *Facebook* i *Instagram* tijekom veljače i ožujka zabilježili porast upotrebe od 40 % diljem svijeta, dok je slanje poruka putem *Facebook Messenger*, *WhatsAppa* i *Instagrama* poraslo za 70 %. Osim navedenog, zabilježene su i promjene u načinu na koji osobe traže potencijalne partnere te u seksualnom životu partnera, ali i samaca. Prema Katsu (2020), u 2020. godini uporaba mobilnih *dating* aplikacija (npr. *Tinder*, *Bumble*, *OK Cupid*) porasla je za 18,4 % u odnosu na 2019. godinu. Što se tiče seksualnoga života, zabilježen je porast upotrebe online pornografije, prodaje seksualnih igračaka, upotrebe *dating* aplikacija, erotičnih objava na društvenim mrežama te sekstinga (Lehmiller i sur., 2020). Iako navedene promjene u ponašanjima mogu biti ublažavajući čimbenik stresnih životnih okolnosti i restrikcija, potrebno je analizirati ponašanja u online svijetu iz perspektive dosadašnjih istraživanja i spoznaja.

Internet je postao mjesto gdje sve veći broj ljudi pronađe prijatelje ili ostvaruje ljubavne odnose, a online upoznavanje drugi je najčešći način na koji osobe pronalaze svoje partnere (Smith, 2016). Bozon i Rault (2013) navode kako su se načini upoznavanja, kada se uspoređuju s 20. stoljećem, osjetno promijenili. Primjerice, 1960-ih je 25 % osoba svoje partnere upoznalo na plesovima, dok je u 2000-ima taj broj oko 1 %. Autori također navode da ljudi svoje partnere više ne upoznaju ni unutar obiteljskih krugova ili susjedstva, nego u noćnim klubovima ili zabavama. Prema istim autorima, škole su kao mjesto upoznavanja također dobole na važnosti. Primjerice, tijekom 1980-ih 11 % sudionika izjavilo je kako su partnere upoznali u školi, dok je 2000-ih taj postotak bio 18 %. Timmermans i De Caluwe (2017) navode kako su neformalne mreže (upoznavanje preko prijatelja) i upoznavanje u barovima i restoranima ostali važan način upoznavanja partnera. Međutim, autori navode kako sve više osoba partnere pronađe

online. Tako podaci pokazuju kako 15 % odraslih Amerikanaca rabi *dating* aplikacije, a one su najpopularnije među visokoobrazovanim osobama i mladim osobama od 18 do 24 godine, od kojih 22 % rabi *dating* aplikacije (Albright i Carter, 2019, Timmermans i De Caluwe, 2017). Mogući razlog tomu jest niz prednosti online *datinga*, koje navodi Wiederhold (2015). Online *dating* zahtijeva manje vremena za traženje potencijalnoga partnera nego traženje partnera uživo; može se napraviti predselekcija potencijalnih partnera na temelju vlastitih preferencija, moguće je proširiti vlastitu društvenu mrežu, pa je strah od percipiranog odbijanja od strane partnera manji (Wiederhold, 2015).

Nadalje, uporabu *dating* aplikacija kod mlađih možemo promatrati iz razvojne perspektive. Arnett (2004) navodi kako osobe od 18 do srednjih 20-ih godina života prolaze kroz razdoblje "nadolazeće odraslosti". Prema istom autoru, taj period obilježava pet karakteristika: istraživanje identiteta, istraživanje raznih mogućnosti, posebice u ljubavi i poslu; nestabilnost; osobe su najusmjerenije na sebe; osobe se ne osjećaju ni kao adolescenti ni kao odrasli. To je vrijeme mogućnosti, u kojem osobe imaju priliku promijeniti svoj život. Kada se pogledaju partnerski odnosi u tom razdoblju, Arnett (2004) napomnije da mlađi istražuju mogućnosti, ulaze i izlaze iz ljubavnih odnosa, stječući iskustva, istražuju kakvu osobu točno žele za dugoročnoga partnera te što ne žele u ljubavnoj vezi. Prema Arnettu (2004), započinjanje veze u kasnoj adolescenciji i ostanjanje s istom osobom u ranim dvadesetima te sklapanje braka sada se smatra nezdravim, kao pogreška i "put koji vodi u propast". Osobe koje ne eksperimentiraju vršnjaci često upozoravaju da će kasnije to požaliti i pitati se jesu li što propustili. Očekivanja koje društvo vršnjaka ima od mlađih i mogućnosti koje nudi nedostatak roditeljske kontrole u tom razdoblju prilika su za mlađe da isprobaju raznolike romantične i seksualne odnose (Arnett, 2004). *Dating* aplikacije, poput Tinder-a, mjesto su na kojemu bi se to moglo najlakše ostvariti. Tinder je besplatna aplikacija, a za izradbu profila potrebno je tek nekoliko minuta. Osobe na profil mogu dodati do šest slika, vlastiti opis te povezati profil s Facebook ili Instagram profilom. Također, pri izradbi profila mogu odabrati preferencije, koje uključuju spol, dob i udaljenost potencijalnoga partnera. Kad je profil izrađen, Tinder prikazuje slike drugih osoba (profila). Ako se osobi sviđa ta druga osoba, ona može povući ("svajpati") sliku udesno. Ako joj se ne sviđa, onda može "svajpati" ulijevo. Ako osobe međusobno "svajpaju" desno, Tinder pokazuje da su osobe spojene ("match") i tek tada omogućuje komunikaciju između tih osoba.

Iako Tinder postaje sve popularniji, osobe koje mu pristupaju često se razlikuju po razlozima zašto ga rabe. Tim-

mermans i De Caluwe (2017) u svom su istraživanju utvrdili niz razloga upotrebe Tinder-a – uspostavljanje romantične veze, ostvarivanje seksualnih odnosa, poboljšanje socijalnih vještina, zadovoljenje osjećaja povezanosti, pritisak vršnjaka, značitelja, kako bi preboljeli prekid veze, poboljšanje samopouzdanja ili kako bi upoznali osobe iste seksualne orijentacije. Orosz i suradnici (2018) također su ispitivali motive za upotrebu Tinder-a i ustanovali četiri dominantna razloga – traženje ljubavne veze, ostvarivanje seksualnih odnosa, poboljšanje samopouzdanja i upotrebu iz dosade. U istom istraživanju autori su ispitali povezanost motiva za upotrebu Tinder-a i problematične uporabe Tinder-a. Orosz i suradnici (2018) problematičnu uporabu Tinder-a zasnivaju na Griffithsovom (2005) modelu problematičnih online ponašanja i ponašajnih ovisnosti. Tako se problematična uporaba Tinder-a odnosi na šest komponenti: salijenciju; modifikaciju raspoloženja; razvoj tolerancije; simptome sustezanja, konflikt te ponovna aktivacija na Tinderu (relaps). Prema Griffithshu (2005), salijencija se odnosi na neprestano razmišljanje o Tinderu te stalni osjećaj potrebe za upotrebom Tinder-a. Ponekad osoba može funkcioniратi bez uporabe Tinder-a, ali ako je period od zadnje uporabe predug, može doći do iritacije, pa tada uporaba Tinder-a postaje glavna stvar o kojoj osoba razmišlja. Nadalje, modifikacija raspoloženja označuje da se osoba osjeća zadovoljnije kada rabi Tinder. Međutim, treba napomenuti da modifikacija raspoloženja može značiti i uporabu Tinder-a kada je osoba pod stresom, pa tada Tinder služi za smirivanje. Razvoj tolerancije znači da je osobi potrebno sve više vremena provedenog na Tinderu kako bi došlo do modifikacije raspoloženja. Prema istom autoru, simptomi sustezanja označavaju neugodne osjećaje ili fiziološke reakcije (npr. glavobolja, nesanica) kada osoba prestane s uporabom Tinder-a ili dođe do smanjenja uporabe. Konflikt znači da osoba dovodi u opasnost svoje bliske odnose, školu ili posao te druge aktivnosti u kojima inače sudjeluje zbog Tinder-a. Može se pojaviti i unutarnji konflikt, u kojem je osoba svjesna problematične uporabe, pokušava s njom prestatи, ali ne uspijeva pa dolazi do osjećaja gubitka kontrole. Naposljeku, ponovna aktivacija na Tinderu (relaps) u ovom kontekstu označuje da osoba prestaje s upotrebom Tinder-a na neko vrijeme, ali se ubrzo vraća prethodnim ponašajnim obrascima (Griffiths, 2005). Orosz i suradnici (2018) utvrdili su da upotreba Tinder-a zbog traženja ljubavne veze i seksualnih odnosa te poboljšanja samopouzdanja vodi višim razinama problematične uporabe Tinder-a. Osim toga, ispitali su i povezanost (ne)zadovoljenja potreba za autonomijom, kompetentnošću i povezanošću s drugima s razlozima upotrebe Tinder-a. Rezultati pokazuju da osobe koje zado-

voljavaju potrebu za povezanošću rjede rabe Tinder za pronaalaženje seksualnih partnera. S druge strane, kada osobe ne zadovoljavaju potrebu za povezanošću, češće će rabiti Tinder za poboljšanje samopouzdanja, ali ne i za traženje dugoročne ljubavne veze (Orosz i sur., 2018).

Teorija samoodređenja i psihološke potrebe

Iz perspektive teorije samoodređenja, pozitivan razvoj osobe ili razvoj psihopatologije može biti objašnjen razinom zadovoljavanja osnovnih psiholoških potreba, a to su povezanost, kompetentnost i autonomija. Potreba za povezanosti označuje osjećaj i iskustvo ljubavi koju osoba dobiva od roditelja, skrbnika i drugih njoj važnih osoba. Kompetentnost se odnosi na osjećaj efektivnosti i uspjeha koji osoba postiže u interakciji s drugima, dok se autonomija odnosi na mogućnost slobodnoga donošenja odluka o svojem životu (Ryan i Deci, 2017). Zadovoljenje ovih potreba pridonosi proaktivnosti i dobrobiti osobe, dok, s druge strane, nezadovoljenje potreba stavlja osobu u pasivan položaj i vodi općem nezadovoljstvu životom (Ryan i Deci, 2017). Nezadovoljenje potreba događa se kada ih nije moguće ostvariti unutar određenoga socijalnog konteksta, pa može doći do frustracije kod te osobe. Kako bi se osoba riješila te frustracije, ona traži kompenzaciju ponašanja. Vansteenkiste i Ryan (2013) navode da ta ponašanja mogu biti okrenuta prema ekstrinzičnim ili intrinzičnim ciljevima. Prema istim autorima, ekstrinzični ciljevi odnose se na stjecanje popularnosti, privlačnosti, materijalnih vrijednosti i oni se mogu ostvariti samo ako drugi osobu procjenjuju kao popularnu i privlačnu. Intrinzični ciljevi orijentirani su na osobni razvoj osobe i stvaranje smislenih veza s drugima (Vansteenkiste i Ryan, 2013). Ekstrinzični ciljevi povezani su s češćim razvojem problema mentalnoga zdravlja (Sebire i sur., 2009) i problema u ponašanju, što ponekad uključuje gubitak samokontrole, razvijanje rigidnih ponašajnih obrazaca i suprostavljanje autoritetu (Deci i Ryan, 2000). Gubitak samokontrole odnosi se na povećano uživanje alkohola (Williams i sur., 2000; Knee i Neighbors, 2002), pušenje (Williams i sur., 2009), ekscesivno prejedanje (Schuler i Kuster, 2011) ili samoranjavanje (Vansteenkiste i sur., 2014). Rigidni ponašajni obrasci odnose se na ponašanja koja osoba stalno ponavlja da bi osigurala strukturu, sigurnosti i predvidivost ishoda. To može uključivati usvajanje perfekcionističkih standarda, odnosno, osoba će nastojati postići uspjeh (npr. izvanredan uspjeh u školi, popularnost) kako bi zadobila poštovanje drugih i preko stičenih kompetencija zadobila traženu ljubav (Vansteenkiste i Ryan, 2013; Ryan i Deci, 2017). Kod takvih ponašanja i najmanji neuspjeh može pobuditi intenzivne osjećaje krivnje i

bezvrijednosti, dok postizanje uspjeha stvara tek kratkoročni osjećaj zadovoljstva jer je usmjeren na ekstrinzične ciljeve, ostvarenje kojih ovisi o procjeni drugih osoba (Vansteenkiste i Ryan, 2013). Suprotstavljanje autoritetu često se javlja kao odgovor na kontrolirajuća ponašanja, primjerice, kontrolirajuće roditeljstvo, u kojem dijete odbija poslušnost roditeljima i pribjegava agresivnim ponašanjima (Vansteenkiste i Ryan, 2013). Orosz i suradnici (2018) navode kako nezadovoljenje potrebe za povezanosti može potaknuti osobe da traže drugačije načine kako ostvariti tu potrebu, a ponekad je to uporabom Tindera. Međutim, ako je uporaba Tindera orijentirana na ekstrinzične ciljeve, poput stjecanja osjećaja popularnosti i privlačnosti, ona tek kratkoročno može umanjiti frustraciju spajanjem s drugim korisnicima Tindera (Orosz i sur., 2018). Tinder je aplikacija na kojoj osobe ne vide kada ih je tko odbio, nego samo kada se komu svidiaju, pa je stoga pogodan za modifikaciju raspoloženja gratifikacijom od drugih osoba. Sve veća potreba za dobivanjem priznanja od drugih može dovesti do problematične uporabe Tindera (Orosz i sur., 2018).

METODOLOŠKI OKVIR ISTRAŽIVANJA

Cilj istraživanja

Pandemija COVID-19 donijela je sa sobom niz restrikcija i promjena u ponašanju ljudi. Jedna od tih promjena jest povećana uporaba *dating* aplikacija. Kao što je već navedeno, postoji mnogo razloga zbog kojih osobe rabe *dating* aplikacije, poput povećanja samopouzdanja, traženja seksualnih ili dugoročnih ljubavnih odnosa. Uzrok tomu može biti nezadovoljenje potrebe za povezanosti, zbog čega osobe traže druge načine na koje te potrebe mogu zadovoljiti. S obzirom na to da u Hrvatskoj nema istraživanja o uporabi Tindera, svrha ovoga rada jest produbiti spoznaje o uporabi navedene aplikacije među mladima u Hrvatskoj tijekom pandemije COVID-19. Ovo istraživanje predstavlja djelomičnu replikaciju istraživanja Orosza i suradnika (2016, 2018) kao jedinih istraživanja koja su se bavila povezanošću motiva za uporabu Tindera i psiholoških potreba, kao i problematične uporabe Tindera. Postavljena su dva cilja istraživanja. Prvi je cilj ispitati čestinu i motive uporabe, kao i problematične upotrebe Tindera kod mlađih u Hrvatskoj te provjeriti postoje li spolne razlike u tim varijablama. Drugi je cilj ispitati prediktore problematične uporabe Tindera. Očekujemo da će viša razina nezadovoljenih potreba za povezanosti i kompetentnosti, češća i duža upotreba aplikacije te viša razina motiva traženja ljubavne veze, poboljšanja samopouzdanja, traženja seksualnog odnosa i pribjegavanju iz dosade biti povezani s većom razinom problematične uporabe Tindera.

Sudionici

• TABLICA 1
Sociodemografske karakteristike sudionika ($N = 191$)

U upitniku su sudionicima postavljena pitanja o sociodemografskim karakteristikama: dob, spol, veličina mesta prebivališta, najviši stupanj završenog obrazovanja, trenutačna radna situacija, prosječni mjesečni prihod kućanstva, seksualna orijentacija i trenutačni partnerski status.

Varijabla		N	%
Spol	Muško	49	25,7
	Žensko	142	74,3
Veličina mesta prebivališta	Manje mjesto (do 10 000 stanovnika)	50	26,2
	Srednje mjesto (10 000 do 100 000 stanovnika)	56	29,3
	Veće mjesto (iznad 100 000 stanovnika)	85	44,5
Razina obrazovanja	Osnovna škola	1	0,5
	Srednja škola	61	31,9
	Visoko i više obrazovanje	128	67
	Doktorat/specijalizacija	1	0,5
Trenutna radna situacija	Student	143	74,9
	Zaposlen	37	19,4
	Nezaposlen	11	5,8
Razina prihoda kućanstva	Manje od 3000 kuna	15	7,9
	Više od 3000, manje od 6000 kuna	33	17,3
	Više od 6000, manje od 10 000 kuna	59	30,9
	Više od 10 000, manje od 17 000 kuna	51	26,7
	Više od 17 000 kuna	33	17,3
Status veze	Nije u vezi	154	80,6
	U vezi	35	18,3
	U braku	2	1,0

U istraživanju je sudjelovao 571 sudionik, čiji su podaci prikupljeni online upitnikom na društvenim mrežama od siječnja do ožujka 2021. godine. Muških sudionika bilo je 140 (24,5 %), a ženskih 432 (75,5 %). Većina sudionika ($N = 346$) izjavila je kako ne rabi Tinder, pa su oni isključeni iz dalnjih analiza. Iz dalnjih analiza isključeni su i sudionici homoseksualne orijentacije i drugih seksualnih orijentacija ($N = 34$), jer ih je bilo premalo za usporedbu s heteroseksualnim sudionicima. Ukupan broj sudionika na kojima je provedena analiza jest 191. Od toga je 49 (25,7 %) sudionika i 142 (75,3 %) sudionice, što znači da nije došlo do osipanja zastupljenosti muških sudionika u ukupnom uzorku. Podjednaki udio sudionika živi u manjem mjestu, njih 26,2 %, i u mjestu srednje veličine, njih 29,3 %. Najviše sudionika, njih 44,5 %, živi u većem mjestu. Što se tiče postignute razine obrazovanja, jedan sudionik ima završenu samo osnovnu školu, 31,9 % sudionika završilo je srednju školu, 67 % je visoko obrazovano, a jedan sudionik ima završenu specijalizaciju ili doktorat. U uzorku je 74,9 %

studenata, 19,4 % zaposlenih i 5,8 % nezaposlenih osoba. Što se tiče razine prihoda kućanstva, 7,9 % sudionika izjavilo je da ima manje od 3000 kuna mjesечно, od tri do šest tisuća ima 17,3 % sudionika, između šest i deset tisuća ima 30,9 % sudionika, više od 10, a manje od 17 tisuća ima 26,7 % sudionika, a 17,3 % sudionika ima prihode više od 17 tisuća kuna mješечно. Sociodemografske karakteristike sudionika prikazane su u Tablici 1.

Instrumentarij

Za ispitivanje motiva (razloga) uporabe Tinder-a upotrijebljen je Upitnik motiva uporabe Tinder-a (*Tinder Use Motivation Scale*) (Orosz i sur., 2018), preveden i prilagođen hrvatskom jeziku. Skala se sastoji od 16 čestica podijeljenih na 4 podskale:

- a) traženje ljubavne veze ($\alpha = 0,95$, $\alpha = 0,91$), primjer čestice: "Na Tinderu tražim intimnu vezu."
- b) poboljšanje samopouzdanja, ($\alpha = 0,88$, $\alpha = 0,93$), primjer čestice: "Više se cijenim otkada koristim Tinder."
- c) traženje seksualnog odnosa ($\alpha = 0,92$, $\alpha = 0,86$), primjer čestice: "Napravio/la sam profil na Tinderu kako bih pronašao/la partnera za seks."
- d) korištenje iz dosade ($\alpha = 0,78$, $\alpha = 0,64$), primjer čestice: "Tinder koristim kada mi je dosadno."

Čestice su na Likertovoj skali od 1 do 5, gdje 1 označuje "uopće se ne odnosi na mene", a 5 "u potpunosti se odnosi na mene".

Za ispitivanje učestalosti uporabe Tinder-a predviđena su dva pitanja: "Koliko često pristupate Tinderu?" s ponuđenim odgovorima – nikad, rijetko (jednom mjesечно), povremeno (nekoliko puta mjesечно), prilično često (nekoliko puta tjedno), uvijek (svakodnevno). Na drugo pitanje sudionici su odgovarali samo ako na prvo nisu odgovorili "nikad". Pitanje je: "Koliko vremena dnevno u prosjeku provedete na Tinderu?" Sudionici su sami upisivali samoprocijenjene sate i minute provedene na Tinderu.

Za ispitivanje problematične uporabe Tinder-a upotrijebljen je Upitnik problematične uporabe Tinder-a (*Problematic Tinder Use Scale*) (Orosz i sur., 2018), preveden i prilagođen hrvatskom jeziku ($\alpha = 0,75$, $\alpha = 0,77$). Upitnik se sastoji od šest čestica koje mjere: salijenciju (stalno razmišljanje o Tinderu); promjene raspoloženja (uporaba Tinder-a utječe na raspoloženje osobe); toleranciju (osobi se povećava vrijeme koje provodi na Tinderu); apstinencijsku krizu (osoba se loše osjeća kada ne može na Tinder); konflikt (osobe zanemaruju svoje postojeće odnose i druge aktivnosti zbog uporabe Tinder-a); povratak na stare obrasce ponašanja upotrebe Tinder-a nakon apstinencije.

¹ Prvi broj u zagradi označuje unutarnju valjanost iz istraživanja Orosza i sur. (2018), a drugi unutarnju valjanost dobivenu na uzorku iz ovog istraživanja.

Za ispitivanje (ne)zadovoljenja potreba upotrijebljena je Upitnik zadovoljenja i nezadovoljenja psiholoških potreba (*Basic Psychological Need Satisfaction and Frustration Scale-BPN-SNF*). Upitnik se sastoji od 24 čestice podijeljene na 6 podskala:

- a) zadovoljenje potrebe za autonomijom ($\alpha = 0,81$), primjer čestice: "Osjećam kako imam slobodu izbora u stvarima koje radim."
- b) nezadovoljenje potrebe za autonomijom ($\alpha = 0,82$), primjer čestice: "Moje dnevne aktivnosti mi izgledaju kao hrpa obaveza."
- c) zadovoljenje potrebe za povezanošću ($\alpha = 0,89$), primjer čestice: "Osjećam se povezano s osobama do kojih mi je stalo."
- d) nezadovoljenje potrebe za povezanošću ($\alpha = 0,79$), primjer čestice: "Čini mi se da su odnosi koje imam površni."
- e) zadovoljenje potrebe za kompetentnošću ($\alpha = 0,90$), primjer čestice: "Osjećam se kompetentno u ostvarivanju mojih ciljeva."
- f) nezadovoljenje potrebe za kompetentnošću ($\alpha = 0,89$), primjer čestice: "Osjećam se nesigurno u vezi mojih sposobnosti."

Čestice su na skali od 1 do 5 (1 – uopće nije istinito, 5 – u potpunosti istinito).

Postupak i obradba podataka

Istraživanje je provedeno online upitnikom, koji je bio podijeljen na društvenim mrežama (Facebook, Instagram, Twitter) od 19. 1. 2021. do 19. 2. 2021. godine. Upitnik je podijeljen u nekoliko Facebook grupa (npr. Osijek Facebook grupa, Studentski dom Stjepan Radić, Moj Zagreb) te na privatnim profilima, kako bi se pokušalo doći do što raznolikije populacije mladih. Potencijalnim sudionicima uz upitnik je navedena svrha i cilj istraživanja te je objašnjeno da je sudjelovanje potpuno dobrovoljno i anonimno, da smiju odustati od istraživanja u bilo kojem trenutku bez ikakvih posljedica te da će rezultati biti obrađivani na grupnoj razini. Bile su navedene i e-mail adrese istraživača, ako bi sudionici imali bilo kakve upite vezane uz istraživanje.

U navedenom razdoblju, zbog epidemije je bilo zabranjeno: održavanje javnih događanja s više od 25 sudionika, održavanje svadbenih svečanosti, održavanje sajmova, rad svih ugostiteljskih objekata (restorani, caffe barovi, noćni klubovi), rad casina, automat klubova i kladionica, održavanje sportskih natjecanja i treninga, rad teretana i fitness centara, održavanje svih amaterskih kulturno-umjetničkih priredaba.

Za obradbu podataka korišten je SPSS v.24. Metode obrade podataka uključivale su deskriptivnu statistiku, Pearsonovu korelaciju za ispitivanje povezanosti između upotrijeb-

ljenih varijabli te hijerarhijsku regresijsku analizu, kako bi se utvrdili prediktori problematične uporabe Tinder-a.

REZULTATI

TABLICA 2
Deskriptivna analiza
varijabli upotrijebljениh
u istraživanju
(N = 191)

U Tablici 2 prikazani su deskriptivni podaci o varijablama upotrijebljenim u istraživanju. Sudionici su izjavili kako na Tinderu, kada uđu u aplikaciju, provedu od 3 do 150 minuta ($M = 30,52$, $SD = 25,605$). Najčešći razlog uporabe Tinder-a kod sudionika jest dosada, zatim traženje ljubavne veze, pa traženje seksualnoga partnera i naposljetku poboljšanje samopouzdanja. Na skali Problematične uporabe Tinder-a sudionici postižu u prosjeku niže rezultate ($M = 1,96$, $SD = 0,694$).

Varijable	Min	Max	M	SD
Dob	18	30	23,14	2,779
Vrijeme provedeno na Tinderu (min)	3	150	30,52	25,605
Motiv ljubav	1	5	2,63	1,163
Motiv samopouzdanje	1	5	1,81	1,077
Motiv seks	1	5	2,27	1,151
Motiv dosada	1	5	3,12	1,080
Problematična uporaba Tinder-a	1	5	1,96	0,694
Zadovoljenje autonomije	1,25	5	3,56	0,887
Nezadovoljenje autonomije	1	5	3,01	1,060
Zadovoljenje povezanosti	1	5	4,07	0,883
Nezadovoljenje povezanosti	1	5	2,21	0,952
Zadovoljenje kompetencije	1	5	3,54	1,035
Nezadovoljenje kompetencije	1	5	2,29	1,074

Rezultati pokazuju da gotovo polovica (48,2 %) sudionika Tinderu pristupa jednom mjesečno ili rjeđe. Pritom 19,4 % sudionika Tinderu pristupa nekoliko puta mjesečno; nekoliko puta tjedno čini to 15,7 % sudionika, a svakodnevno Tinderu pristupa 16,8 % sudionika.

U Tablici 3 prikazani su podaci o spolnim razlikama na varijablama vezanim uz uporabu Tinder-a. Rezultati pokazuju da žene provode više vremena na Tinderu nego muškarci. Muškarci pak na Tinderu češće traže seksualnoga partnera nego žene. Druge razlike između muškaraca i žena nisu utvrđene.

U Tablici 4 prikazane su razlike u zadovoljenju i nezadovoljenju psiholoških potreba između osoba koje rabe Tinder i osoba koje ne rabe Tinder. Nisu utvrđene značajne razlike između osoba koje rabe Tinder i osoba koje ga ne rabe.

U Tablici 5 prikazane su korelacije između načina uporabe Tinder-a, motiva uporabe Tinder-a, problematične uporabe te (ne)zadovoljenja psiholoških potreba. Utvrđeno je da osobe koje rabe Tinder kako bi povećale samopouzdanje provode više vremena na Tinderu. Osobe koje rabe Tinder kako bi povećale samopouzdanje ili pronašle seksualnoga i ljubavnoga partnera češće iskazuju problematičnu uporabu Tinder-a.

Varijable	Spol	M	SD	T	df	p	d
Vrijeme provedeno na Tinderu (min)	M	20,43	16,789	-4,019	128,639	0,002	0,0595
	Ž	33,87	27,147				
Motiv ljubav	M	2,40	1,204	-1,60	189,00	0,111	0,0264
	Ž	2,71	1,142				
Motiv samopouzdanje	M	1,56	0,963	-2,01	94,77	0,061	0,0319
	Ž	1,89	1,104				
Motiv seks	M	3,15	1,232	6,88	68,90	0,000	0,107
	Ž	1,97	0,954				
Motiv dosada	M	3,00	1,155	-0,89	77,38	0,396	0,0145
	Ž	3,16	1,054				
Problematična uporaba Tinder-a	M	1,82	0,782	-1,68	72,69	0,128	0,0263
	Ž	2,01	0,656				

TABLICA 3
Razlike među sudio-nicima po spolu u vremenu provedenom na Tinderu te razlo-zima uporabe Tinder-a ($N = 191$, $M = 49$, $Z = 142$)

TABLICA 4
Razlike u zadovoljenju i nezadovoljenju psi-holoških potreba između korisnika i nekorisnika Tinder-a ($N = 572$, korisnici = 191, nekorisnici = 381)

Osobe koje rabe Tinder za povećanje samopouzdanja pokazuju niže razine zadovoljenja psi-holoških potreba (autonomija, povezanost, kompetentnost) te više razine nezado-voljenja tih istih potreba. Isto se odnosi i na osobe koje pokazuju više razine problematične uporabe Tinder-a. Treba napomenuti kako su gotovo sve korelacije varijabli vezanih uz Tin-der niske – koeficijent korelacija ispod 0,3, osim za pove-zanost između problematične uporabe Tinder-a i samopouz-danja kao motiva uporabe Tinder-a, gdje rezultati pokazuju umjereno pozitivnu korelaciju. S druge strane, srednje i viso-ke korelacije pojavljuju se među podskalama mjere (ne)zado-voljenja psi-holoških potreba, što ne odgovara postojećim vali-dacijskim istraživanjima (npr. Chen i sur., 2015; Šakan, 2020) i upućuju na moguće pristranosti u uzorku ovog istraživanja.

Varijable	Korisnici Tinder-a	M	SD	T	df	p	d
Autonomija_z	Korisnici	7,38	5,686	0,449	404,142	0,654	0,0880
	Nekorisnici	3,80	0,896				
Autonomija_f	Korisnici	3,56	0,887	0,242	406,568	0,809	0,0616
	Nekorisnici	2,98	0,992				
Povezanost_z	Korisnici	3,01	1,060	-0,226	383,274	0,821	0,1156
	Nekorisnici	4,13	0,868				
Povezanost_f	Korisnici	4,07	0,883	0,633	398,237	0,527	0,2175
	Nekorisnici	2,09	0,937				
Kompetentnost_z	Korisnici	2,21	1,035	-1,364	398,389	0,173	0,1315
	Nekorisnici	3,59	1,064				
Kompetentnost_f	Korisnici	3,53	1,073	0,547	374,816	0,585	0,0217
	Nekorisnici	2,34	7,684				

➲ TABLICA 5
Korelacije između vremena provedenog na Tinderu, motiva uporabe Tinderu, problematične uporabe Tinderu te (ne)zadovoljenja psiholoških potreba ($N = 191$)

	1	2	3	4	5	6	7	8	9	10	11	12
1. Učestalost pristupanja Tinderu	-											
2. Vrijeme provedeno na Tinderu	-0,03	-										
3. Motiv ljubav	0,10	-0,10	-									
4. Motiv samopouzdanje	0,10	0,16*	0,32***	-								
5. Motiv seks	0,20**	-0,04	0,02	0,17*	-							
6. Motiv dosada	0,11	0,04	-0,18*	0,12	0,29**	-						
7. PTIUS	0,18*	0,13	0,26***	0,51***	0,18*	0,11	-					
8. Autonomija _Z	0,02	-0,04	-0,03	-0,04	0,06	0,06	-0,11	-				
9. Autonomija _f	-0,16*	0,08	0,05	0,14*	-0,11	0,09	0,21**	-0,27***	-			
10. Povezanost _Z	0,02	0,05	-0,08	-0,19*	-0,14	0,14	-0,19**	0,50***	-0,06	-		
11. Povezanost _f	-0,09	0,05	0,13	0,20**	0,04	-0,03	0,35**	-0,11	0,44***	-0,43***	-	
12. Kompetentnost _Z	-0,03	-0,11	-0,11	-0,27**	0,04	0,06	-0,22**	0,75***	-0,31***	0,48***	-0,22**	-
13. Kompetentnost _f	-0,05	0,10	0,21**	0,22**	-0,09	0,01	0,23**	-0,37***	0,56***	-0,26***	0,55***	-0,55***

Legenda: * $p < 0,5$, ** $p < 0,01$, *** $p < 0,001$

U Tablici 6 prikazane su korelacije između načina uporabe i motiva uporabe Tinderu, problematične uporabe Tinderu, (ne)zadovoljenja psiholoških potreba te sociodemografs-

• TABLICA 6

Korelacije između načina uporabe i motiva uporabe Tinder-a, problematične uporabe Tinder-a, (ne)zadovoljenja psiholoških potreba i sociodemografskih karakteristika sudionika ($N = 191$)

skih karakteristika. Rezultati pokazuju da muškarci češće pristupaju Tinderu, ali da žene na Tinderu provode više vremena. Uz to, osobe koje imaju niže mjesecne prihode više vremena provode na Tinderu. Što se tiče motiva uporabe, stariji sudionici češće rabe Tinder zbog traženja ljubavnoga partnera. Muškarci češće rabe Tinder kako bi pronašli partnera za seks, kao i osobe koje imaju više razine prihoda. Osobe koje su u vezi češće rabe Tinder za poboljšanje samopouzdanja.

	Dob	Spol	Veličina mjesta	Stupanj obrazovanja	Radni status	Visina prihoda	Partnerski status
1. Učestalost pristupanja Tinderu	0,03	-0,16*	0,11	0,13	0,01	0,09	0,03
2. Vrijeme provedeno na Tinderu	-0,02	0,22**	-0,02	0,09	-0,09	-0,17*	0,09
3. Motiv ljubav	0,16*	0,12	0,08	0,10	0,16*	0,07	0,04
4. Motiv samopouzdanje	0,02	0,14	0,02	-0,01	0,07	0,01	0,21**
5. Motiv seks	0,13	-0,44**	0,08	0,07	0,03	0,14*	0,13
6. Motiv dosada	-0,03	0,07	-0,06	-0,08	-0,02	0,01	-0,06
7. PTUS	-0,02	0,12	-0,11	-0,05	0,08	-0,13	0,12
8. Autonomija_z	0,12	-0,20**	-0,03	0,06	-0,05	0,10	0,08
9. Autonomija_f	-0,27**	0,22**	-0,09	-0,16*	-0,12	-0,07	-0,12
10. Povezanost_z	0,03	0,10	-0,10	0,04	-0,04	-0,03	-0,03
11. Povezanost_f	0,03	-0,01	0,03	0,09	0,12	-0,10	0,01
12. Kompetentnost_z	0,20**	-0,19*	0,04	0,13	0,04	0,11	0,05
13. Kompetentnost_f	-0,09	0,16*	0,07	-0,09	0,07	-0,09	-0,08

Naziv bloka	Varijabla	Korak 1	Korak 2	Korak 3
Sociodemografske varijable	Dob	-0,063	-0,013	-0,033
	Spol	0,121	0,122	0,091
	Veličina mjesta	-0,061	-0,067	-0,117
	Obrazovanje	-0,035	-0,050	-0,118
	Zaposlenje	0,083	0,060	0,078
	Visina prihoda	-0,133	-0,094	-0,122
	Partnerski status	0,086	0,089	-0,017
Psihološke potrebe	Autonomija_z		0,086	-0,090
	Autonomija_f		0,024	0,037
	Povezanost_z		-0,058	0,021
	Povezanost_f		0,270**	0,288***
	Kompetentnost_z		-0,197	0,021
	Kompetentnost_f		-0,057	-0,110
Upotreba Tinder-a	Čestina pristupanja Tinderu			0,189*
	Vrijeme provedeno na Tinderu			0,161**
	Motiv ljubav			0,154**
	Motiv samopouzdanje			0,333***
	Motiv seks			0,140
	Motiv dosada			0,007
Hijerarhijska regresijska analiza za predviđanje problematične uporabe Tinder-a ($N = 191$)	R	0,251	0,421	0,647
	R ²	0,063	0,178	0,419
	R ² corr	0,027	0,117	0,354
	ΔR ²	0,063	0,115***	0,241***

Legenda: * $p < 0,5$, ** $p < 0,01$, *** $p < 0,001$

• TABLICA 7

Hijerarhijska regresijska analiza za predviđanje problematične uporabe Tinder-a ($N = 191$)

U Tablici 7 prikazana je hijerarhijska regresijska analiza, kojoj je cilj bio utvrditi prediktore problematične uporabe Tinder-a. Rezultati pokazuju da se ukupnim modelom može objasniti 35,4 % varijance problematične uporabe Tinder-a. U prvom koraku, sociodemografske karakteristike nisu značajne u objašnjavanju problematične uporabe Tinder-a. U drugom koraku, nezadovoljenje potrebe za povezanosti pokazuje se kao značajan prediktor, pa taj set prediktora objašnjava 11,7 % varijance kriterija. U trećem koraku gotovo sve odabранe varijable upotrebe Tinder-a značajno predviđaju problematičnu uporabu Tinder-a. U konačnici, model pokazuje da veća razina nezadovoljenja potrebe za povezanosti, češća i duža upotreba Tinder-a te motivi traženja ljubavne veze i povećanja samopouzdanja predviđaju problematičnu uporabu Tinder-a.

RASPRAVA

U ovom radu istražili smo čestinu i motive uporabe te problematičnu upotrebu Tinder-a kod 191 mlađe osobe, a istražili smo i prediktore problematične uporabe Tinder-a.

S obzirom na to da je riječ o prvom istraživanju upotrebe Tinder-a među mlađima u nas, pa nemamo podataka na koje bismo se mogli osloniti u predviđanju, nisu postavljene hipoteze vezane uz čestinu i motive uporabe Tinder-a. Dobiveno je da 48,2 % sudionika u uzorku jednom mjesечно ili rjeđe pristupa Tinderu, nekoliko puta mjesечно njih 19,4 %, 15,7 % pristupa nekoliko puta tjedno, a 16,8 % pristupa svakodnevno. Struktura pristupanja Tinderu na ovom uzorku razlikuje se od strukture na mađarskom uzorku (Orosz i sur., 2016), u kojem tri četvrtine u uzorku pristupaju Tinderu češće od jednom mjesечно. Kada pristupe Tinderu, po samoprocjenama provode između 3 minute i 2 sata i 30 minuta, a u prosjeku provode po 30 minuta u jednom pristupanju. Žene u ovom uzorku provode znatno više vremena na Tinderu od muškaraca.

Što se tiče razloga za pristupanje Tinderu, mlađi u ovom istraživanju navode da ih u prosjeku najčešće vodi motiv dosade, zatim motiv traženja ljubavne veze i seksualne veze, a najprije je motiv podizanja samopouzdanja. Takav trend vidi se i u istraživanju Orosza i suradnika (2018). No kako je riječ o istraživanju koje je provedeno tijekom pandemije, bilo bi zanimljivo vidjeti dolazi li do nekih promjena oko motiva pristupanja Tinderu, odnosno je li konkretno motiv dosade vezan uz pandemijske uvjete ili će se ponoviti i u razdobljima kada su mjere okupljanja i načina provođenja slobodnoga vremena fleksibilnije nego što su bile u trenutku provođenja istraživanja. Zanimljivo je da žene češće rabe Tinder iz motiva traže-

nja ljubavne veze nego muškarci, dok muškarci češće prilaze iz motiva traženja seksualne veze nego žene. Takav je nalaz u skladu s prethodnim istraživanjem (Abramov i sur., 2016; Orosz i sur., 2018; Timmermans i De Caluwe, 2017), ali i s evolucijskim teorijama o rodnim razlikama u traženju partnera, prema kojima muškarci traže veći broj seksualnih partnerica od žena, dok žene traže dugotrajniji oblik vezanja za određenoga muškarca (Petersen i Hyde, 2010).

Problematična uporaba Tindera, zasnovana na Griffithsovom (2005) modelu problematičnih online ponašanja i ponašajnih ovisnosti, definirana je kroz šest čestica koje upućuju na izmjenu doživljavanja i ponašanja osobe zbog upotrebe Tindera. U ovom istraživanju pokazuje srednju vrijednost ($M = 1,96$, $SD = 0,694$), koja je gotovo istovjetna vrijednosti u istraživanju Orosza i suradnika (2018; $M = 1,94$, $SD = 0,60$), i upućuje na lijevo pomaknutu distribuciju, što je uobičajeno za konstrukte koji se pojavljuju rjeđe u populaciji. Djelomično u skladu s očekivanjima i prethodnim istraživanjima – niži prihodi, viša razina nezadovoljene potrebe za povezanosti, češća i duža upotreba aplikacije te viša razina motiva traženja ljubavne veze i poboljšanja samopouzdanja – predviđaju veću razinu problematične uporabe Tindera. Ne može se odrediti na temelju ovog istraživanja je li čestina i dužina upotrebe aplikacija ishod, polazište ili je riječ o dvosmjernoj povezanosti između tih varijabli i problematične uporabe Tindera. Nalaz o nižim prihodima, koji su povezani s višom razinom problematične uporabe Tindera, možda upućuje na ulogu socioekonomskoga statusa i ekonomskih poteškoća u problematičnoj uporabi Tindera, o čemu treba provesti dodatna istraživanja. Pregledom literature povezane s Tinderom i posljednjim preglednim radovima vezanima uz *dating* aplikacije pokazalo se da su prihodi rijetko uzimani u istraživanjima (Bonilla-Zorita i sur., 2021; Castro i Barrada, 2020) i da rezultiraju suprotnim nalazima. Tako je dobiveno i da korisnici *dating* aplikacija imaju viša primanja od osoba koje ih ne rabe (Srivastava i sur., 2019), kao i da razlike u primanjima ne postoje između korisnika i nekorisnika (Sumter i Vandenbosch, 2019; Valkenburg i Peter, 2007).

U ovom istraživanju provjerena je uloga svih triju psiholoških potreba – za povezanosti, kompetencijom i autonomijom u predikciji problematične uporabe Tindera. Jedini značajan prediktor bilo je nezadovoljenje potrebe za povezanosti, što je djelomično u skladu s očekivanjima. U pionirskom istraživanju ovih konstrukata kod Orosza i suradnika (2018) dobiveno je da je viša razina nezadovoljenja, a niža razina zadovoljenja potrebe za povezanosti, preko medijatorskih varijabli motiva za upotrebu Tindera – traženja ljubavne veze, seksualne veze i poboljšanja samopouzdanja, povezana s pro-

blematičnijom uporabom Tindera. U objašnjenju ovih nalaza možemo se vratiti teoriji samoodređenja (Ryan i Deci, 2000), koja govori o tome da je pozitivan razvoj osobe ishod ispunjavanja osnovnih psiholoških potreba – povezanosti, kompetentnosti i autonomije. Prema autorima teorije, potreba za povezanosti odnosi se na osjećaj i iskustvo ljubavi koju osoba dobiva od drugih, pa pojedinac ne osjeća pritisak da traži druge izvore takvih doživljaja. S druge strane, nezadovoljenje potrebe za povezanosti događa se kada je zadovoljenje potreba onemogućeno unutar određenoga socijalnog konteksta, što proizvodi frustraciju, a dugoročno može poticati osjećaje nesigurnosti i nezadovoljstva (Ryan i Deci, 2000). Kako raste pritisak za oslobođanjem od frustracije, pojedinac traži kompenzaciska ponašanja, poput problematične uporabe Tindera. Kako opisuju Orosz i suradnici (2018), nažalost, uporaba Tinder-a orijentirana je na ekstrinzične ciljeve, poput doživljaja popularnosti i privlačnosti, ovisne o procjenama drugih, što, u skladu s teorijom, može tek kratkoročno umanjiti frustraciju pojedinca, a posljedično dovesti do poteškoća u mentalnom zdravlju.

Naposljetku, dobiveno je da viša razina motiva traženja ljubavne veze i poboljšanja samopouzdanja predviđaju veću razinu problematične uporabe Tindera, pri čemu je motiv poboljšanja samopouzdanja najsnažniji prediktor. Isto je dobiveno i u prethodnom istraživanju (Orosz i sur., 2018), a o negativnoj povezanosti samopouzdanja i problematične upotrebe interneta postoji cijeli niz istraživanja (npr. Kim i Davis, 2009; Martinez-Pecino i Garcia-Gavilán, 2019; Niemz i sur., 2005). U ovom istraživanju na samopouzdanje se gleda kao na jedan od motiva, a ne kao na generalni pozitivni dojam o samome sebi (Blascovich i Tomaka, 1991), što prepostavlja procesnu ideju da osobe rabe Tinder kako bi se osjećale vrednijima i cjenjenijima nego prije upotrebe. Relativno brza povratna informacija na Tinderu, koja se odnosi na pozitivno potkrepljenje (pričazuju se samo osobe s kojima imamo istovremeno slaganje u privlačnosti, ali ne i osobe s kojima se nismo podudarili), čini se da djeluje na želju sudionika da upotrebom Tindera povećaju svoje samopouzdanje. Bilo bi zanimljivo longitudinalnim istraživanjem provjeriti koliko traju takvi pozitivni efekti na samopouzdanje pojedinca i postoje li potencijalne opasnosti od takva načina podizanja samopouzdanja za mentalno zdravlje.

Zanimljivo je da u našem istraživanju motiv traženja sekualne veze nije statistički značajan prediktor problematične uporabe Tindera, za razliku od istraživanja Orosza i suradnika (2018). Moguće je da razlog leži u uzorku koji, uz ograničenje manjega broja sudionika, ima više žena nego muškaraca, a prethodno smo dobili nalaz da su muškarci ti koji češće iska-

zuju motiv traženja seksualne veze na Tinderu. Motiv dosade također nije značajan prediktor problematične uporabe Tindera, što je dobiveno i u istraživanju Orosza i suradnika (2018). S obzirom na to da se u drugim istraživanjima problematične upotrebe interneta dobiva značajna medijacijska uloga dosade kod sudionika, treba detaljnije istražiti koju ulogu motiv dosade ima u problematičnoj upotrebi Tindera (Elhai i sur., 2018; Wegmann i sur., 2018).

Ovo istraživanje ima nekoliko ograničenja. Transverzalni nacrt ne dopušta uzročno-posljedične zaključke o odnosu odbranih prediktora i kriterija. Upotrijebljena metoda samoiskaza ima ograničenje u mogućem socijalno poželjnom odgovaranju, dok korištene skale vezane uz Tinder, ali i (ne)zadovoljenje potreba, predstavljaju novinu u istraživačkom svijetu. Najveće ograničenje istraživanja jest uzorak sudionika, koji je relativno manji i prigodan, a prikupljen je na online platformama. Iako je online istraživanje posebice često u okolnostima pandemije COVID-19, činjenica je da možebitni sudionici koji ne rabe Facebook na kojem su objavljivani pozivi za istraživanje nisu mogli biti uključeni u istraživanje. Iako je Facebook i dalje društvena mreža s najvećim brojem korisnika, trendovi među mladima pokazuju da oni ipak češće rabe Instagram nego Facebook (Auxier i Anderson, 2021). Unatoč ograničenjima, istraživanje predstavlja prvo istraživanje o upotrebi aplikacija za online upoznavanje na hrvatskom uzorku te nudi uvid u osnovne karakteristike upotrebe Tindera, kao i mogućih prediktora problematične upotrebe Tindera kod mlađih.

U budućim istraživanjima valjalo bi se usmjeriti na reprezentativni uzorak mlađih, po mogućnosti izvan pandemiskoga vremena i ograničenja koje ono nalaže, kako bi se vidjele navike i čestine upotrebe Tindera u tim okolnostima. Svakako treba dodatno provjeriti dobiveni nalaz o povezanosti nižih prihoda i problematičnije uporabe Tindera. Bilo bi važno istražiti kroz longitudinalni nacrt povezanost psiholoških potreba i problematične uporabe Tindera, kako bi se na temelju toga moglo kreirati određene intervencije vezane uz problematičnu uporabu Tindera kod mlađih.

LITERATURA

Abramov, O., Baumann, A., Krasnova, H. i Buxmann, P. (2016). *Gender differences in online dating: What do we know so far? A systematic literature review*. U 2016 49th Hawaii International Conference on System Sciences (HICSS) (str. 3858–3867). IEE Computer Society. <https://doi.org/10.1109/HICSS.2016.481>

Albright, M. J. i Carter, S. (2019). The myth of the siren's song: Gendered courtship and sexual scripts in online dating. U A. Hetsroni i M. Tuncez (Ur.), *It happened on Tinder: Reflections and studies on internet-*

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 703-723

STANIĆ, L. I SUR.:
ZAŠTO SVAJPAMO...

- infused dating (str. 10–31). Institute of Network Cultures. Pribavljeno 20. travnja 2021. sa <https://networkcultures.org/blog/publication/it-happened-on-tinder/>
- Arnett, J. J. (2004). *Emerging adulthood: The winding road from the late teens through the twenties*. Oxford University Press.
- Auxier, B. i Anderson, M. (2021). *Social media use in 2021*. Pribavljeno 10. ožujka 2022. sa <https://www.pewresearch.org/internet/2021/04/07/social-media-use-in-2021/>
- Blascovich, J. i Tomaka, J. (1991). Measures of self-esteem. U J. P. Robinson, P. R. Shaver i L. S. Wrightsman (Ur.), *Measures of personality and social psychological attitudes* (str. 115–160). Academic Press. <https://doi.org/10.1016/B978-0-12-590241-0.50008-3>
- Bonilla-Zorita, G., Griffiths, M. D. i Kuss, D. J. (2021). Online dating and problematic use: A systematic review. *International Journal of Mental Health and Addiction*, 19(6), 2245–2278. <https://doi.org/10.1007/s11469-020-00318-9>
- Bozon, M. i Rault, W. (2013). Where do people meet their first sexual partner and their first life partner? *Population & Societies*, 496(1), 1–4.
- Castro, Á. i Barrada, J. R. (2020). Dating apps and their sociodemographic and psychosocial correlates: A systematic review. *International Journal of Environmental Research and Public Health*, 17(18), 6500. <https://doi.org/10.3390/ijerph17186500>
- Chen, B., Vansteenkiste, M., Beyers, W., Boone, L., Deci, E. L., Van der Kaap-Deeder, J., Duriez, B., Lens, W., Matos, L., Mouratidis, A., Ryan, R. M., Sheldon, K. M., Soenens, B., Van Petegem, S. i Verstuyf, J. (2015). Basic psychological need satisfaction, need frustration, and need strength across four cultures. *Motivation and Emotion*, 39(2), 216–236. <https://doi.org/10.1007/s11031-014-9450-1>
- Deci, E. L. i Ryan, R. M. (2000). The "what" and "why" of goal pursuits: Human needs and the self-determination of behavior. *Psychological Inquiry*, 11(4), 227–268. https://doi.org/10.1207/S15327965PLI1104_01
- Elhai, J. D., Vasquez, J. K., Lustgarten, S. D., Levine, J. C. i Hall, B. J. (2018). Proneness to boredom mediates relationships between problematic smartphone use with depression and anxiety severity. *Social Science Computer Review*, 36(6), 707–720. <https://doi.org/10.1177/089439317741087>
- Griffiths, M. (2005). A 'components' model of addiction within a bio-psychosocial framework. *Journal of Substance Use*, 10(4), 191–197. <https://doi.org/10.1080/14659890500114359>
- Holmes, R. (2020, 24. travnja). Is COVID-19 social media's levelling up moment? *Forbes*. Pribavljeno 24. lipnja 2021. sa https://www.forbes.com/sites/ryanholmes/2020/04/24/is-covid-19-social_medias_levelling-up-moment/#32e022256c60
- Kats, R. (2020, 14. rujna). Love in the time of the coronavirus: How dating is becoming more virtual amid the pandemic. *Business Insider*. Pribavljeno 24. lipnja 2021. sa <https://www.businessinsider.com/dating-apps-growing-becoming-more-virtual-amid-pandemic-2020-9>
- Kim, H. K. i Davis, K. E. (2009). Toward a comprehensive theory of problematic Internet use: Evaluating the role of self-esteem, anxiety,

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 703-723

STANIĆ, L. I SUR.:
ZAŠTO SVAJPAMO...

- flow, and the self-rated importance of Internet activities. *Computers in Human Behavior*, 25(2), 490–500. <https://doi.org/10.1016/j.chb.2008.11.001>
- Knee, C. R. i Neighbors, C. (2002). Self-determination, perception of peer pressure, and drinking among college students. *Journal of Applied Social Psychology*, 32(3), 522–543. <https://doi.org/10.1111/j.1559-1816.2002.tb00228.x>
- Lehmiller, J. J., Garcia, J. R., Gesselman, A. N. i Mark, K. P. (2020). Less sex, but more sexual diversity: Changes in sexual behavior during the COVID-19 coronavirus pandemic. *Leisure Sciences*, 43(1-2), 295–304. <https://doi.org/10.1080/01490400.2020.1774016>
- Martinez-Pecino, R. i Garcia-Gavilán, M. (2019). Likes and problematic Instagram use: The moderating role of self-esteem. *Cyberpsychology, Behavior, and Social Networking*, 22(6), 412–416. <https://doi.org/10.1089/cyber.2018.0701>
- Niemz, K., Griffiths, M. i Banyard, P. (2005). Prevalence of pathological Internet use among university students and correlations with self-esteem, the General Health Questionnaire (GHQ), and disinhibition. *Cyberpsychology & Behavior*, 8(6), 562–570. <https://doi.org/10.1089/cpb.2005.8.562>
- Orosz, G., Tóth-Király, I., Bothe, B. i Melher, D. (2016). Too many swipes for today: The development of the Problematic Tinder Use Scale (PTUS). *Journal of Behavioral Addictions*, 5(3), 518–523. <https://doi.org/10.1556/2006.5.2016.016>
- Orosz, G., Benyo, M., Berkes, B., Nikoletti, E., Gál, É., Tóth-Király, I. i Bóthe, B. (2018). The personality, motivational, and need-based background of problematic Tinder use. *Journal of Behavioral Addictions*, 7(2), 301–316. <https://doi.org/10.1556/2006.7.2018.21>
- Petersen, J. L. i Hyde, J. S. (2010). A meta-analytic review of research on gender differences in sexuality, 1993–2007. *Psychological Bulletin*, 136(1), 21–38. <https://doi.org/10.1037/a0017504>
- Ristić, D., Pajvančić-Cizelj, A. i Čikić, J. (2020). COVID-19 in everyday life: Contextualizing the pandemic. *Sociologija*, 62(4), 524–548. <https://doi.org/10.2298/SOC2004524R>
- Ryan, R. i Deci, E. (2000). Self-determination theory and the facilitation of intrinsic motivation, social development and well-being. *American Psychologist*, 55(1), 68–78. <https://doi.org/10.1037/0003-066X.55.1.68>
- Ryan, R. i Deci, E. (2017). *Self-determination theory. Basic psychological needs in motivation, development, and wellness*. The Guilford Press. <https://doi.org/10.1521/978.14625/28806>
- Sangster Jokić, C. A. (2020). Kako se snalazite tijekom dana? Rezultati istraživanja o promjenama u svakodnevnim aktivnostima za vrijeme pandemije COVID-19 u Hrvatskoj. U N. Jokić-Begić, I. Hromatko, T. Jurin, Ž. Kamenov, G. Keresteš, G. Kuterovac-Jagodić, A. Lauri Koraljija, D. Maslić Seršić, J. Mehulić, U. Mikac, M. Tadinac, J. Tomas i C. A. Sangster Jokić, (Ur.), *Preliminarni rezultati istraživačkog projekta Kako smo? Život u Hrvatskoj u doba korone* (str. 12–15). Odsjek za psihologiju Filozofskog fakulteta Sveučilišta u Zagrebu. Pribavljen 25. lipnja 2021. sa https://web2020.ffzg.unizg.hr/covid19/wp-content/uploads/sites/15/2020/06/Kako-smo_Preliminarni-rezultati_brosura.pdf

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 703-723

STANIĆ, L. I SUR.:
ZAŠTO SVAJPAMO...

- Schüler, J. i Kuster, M. (2011). Binge eating as a consequence of unfulfilled basic needs: The moderating role of implicit achievement motivation. *Motivation and Emotion*, 35, 89–97. <https://doi.org/10.1007/s11031-010-9200-y>
- Sebire, S. J., Standage, M. i Vansteenkiste, M. (2009). Examining intrinsic versus extrinsic exercise goals: Cognitive, affective, and behavioral outcomes. *Journal of Sport and Exercise Psychology*, 31(2), 189–210. <https://doi.org/10.1123/jsep.31.2.189>
- Sheth, J. (2020). Impact of Covid-19 on consumer behavior: Will the old habits return or die? *Journal of Business Research*, 117, 280–283. <https://doi.org/10.1016/j.jbusres.2020.05.059>
- Smith, A. (2016, 29. veljače). *15% of American adults have used online dating sites or mobile dating apps.* Pribavljeno 24. lipnja 2021. sa <https://www.pewresearch.org/topic/internet-technology/lifestyle-relationships-online/online-dating/>
- Srivastava, A., Rusow, J. A., Holguin, M., Semborski, S., Onasch-Vera, L., Wilson, N. i Rice, E. (2019). Exchange and survival sex, dating apps, gender identity, and sexual orientation among homeless youth in Los Angeles. *The Journal of Primary Prevention*, 40(5), 561–568. <https://doi.org/10.1007/s10935-019-00561-4>
- Sumter, S. R. i Vandenbosch, L. (2019). Dating gone mobile: Demographic and personality-based correlates of using smartphone-based dating applications among emerging adults. *New Media & Society*, 21(3), 655–673. <https://doi.org/10.1177/1461444818804773>
- Šakan, D. (2020). Validation of the basic psychological need satisfaction and frustration scale (BPNSFS) on adolescents in Serbia. *Current Psychology*, 1–14. <https://doi.org/10.1007/s12144-020-00742-z>
- Timmermans, E. i De Caluwé, E. (2017). To Tinder or not to Tinder, that's the question: An individual differences perspective to Tinder use and motives. *Personality and Individual Differences*, 110, 74–79. <https://doi.org/10.1016/j.paid.2017.01.026>
- Valkenburg, P. M. i Peter, J. (2007). Who visits online dating sites? Exploring some characteristics of online daters. *Cyberpsychology & Behavior*, 10(6), 849–852. <https://doi.org/10.1089/cpb.2007.9941>
- Vansteenkiste, M. i Ryan, R. M. (2013). On psychological growth and vulnerability: Basic psychological need satisfaction and need frustration as a unifying principle. *Journal of Psychotherapy Integration*, 23(3), 263–280. <https://doi.org/10.1037/a0032359>
- Vansteenkiste, M., Soenens, B., Van Petegem, S. i Duriez, B. (2014). Longitudinal associations between adolescent perceived degree and style of parental prohibition and internalization and defiance. *Developmental Psychology*, 50(1), 229–236. <https://doi.org/10.1037/a0032972>
- Wegmann, E., Ostendorf, S. i Brand, M. (2018). Is it beneficial to use Internet-communication for escaping from boredom? Boredom proneness interacts with cue-induced craving and avoidance expectancies in explaining symptoms of Internet-communication disorder. *PLoS ONE*, 13(4), e0195742. <https://doi.org/10.1371/journal.pone.0195742>
- Wiederhold, B. K. (2015). Twenty years of online dating: Current psychology and future prospects. *Cyberpsychology, Behavior, and Social Networking*, 18(12), 695–696. <https://doi.org/10.1089/cyber.2015.29017.bkw>

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 703-723

STANIĆ, L. I SUR.:
ZAŠTO SVAJPAMO...

Williams, G. C., Hedberg, V. A., Cox, E. M. i Deci, E. L. (2000). Extrinsic life goals and health-risk behaviors in adolescents. *Journal of Applied Social Psychology*, 30(8), 1756–1771. <https://doi.org/10.1111/j.1559-1816.2000.tb02466.x>

Williams, G. C., Niemiec, C. P., Patrick, H., Ryan, R. M. i Deci, E. L. (2009). The importance of supporting autonomy and perceived competence in facilitating long-term tobacco abstinence. *Annals of Behavioral Medicine*, 37(3), 315–324. <https://doi.org/10.1007/s12160-009-9090-y>

Why Do We Swipe on Tinder? Psychological Correlates of Tinder Use

Luka STANIĆ

Ambidexter Club, Zagreb, Croatia

Ines REZO BAGARIĆ, Marina AJDUKOVIĆ

Social Work Study Centre, Faculty of Law,
University of Zagreb, Zagreb, Croatia

Using apps like Tinder is becoming increasingly popular, especially among youth. Although there is an increase in Tinder use, only a few studies have addressed the motives for using Tinder and the problematic use of Tinder. This study aims to examine the frequency of use and motives for the use of Tinder among young people and to examine the predictors of problematic use of Tinder. The research was conducted online, and the following measuring instruments were used: Tinder Use Motivation Scale, Problematic Tinder Use Scale and Basic Psychological Need Satisfaction and Frustration Scale. Participants ($N = 191$; $F = 75.3\%$; $M_{age} = 23.14$, $SD_{age} = 2.779$) stated that their most common reason for using Tinder is boredom, looking for an intimate partner, looking for a sexual partner, and finally improving self-esteem. The results on this sample show that women spend more time on Tinder than men, and men are more likely to look for a sexual partner than women. Participants who express a higher level of need for relatedness frustration, use Tinder to find an intimate partner or raise self-confidence, access it more frequently and spend more time on Tinder, show a higher level of problematic use of Tinder.

Keywords: Tinder, problematic use of Tinder, psychological needs, youth



Međunarodna licenca / International License:
Imenovanje-Nekomercijalno / Attribution-NonCommercial



POVEZANOST SOCIJALNE PODRŠKE I OTPORNOSTI OSOBA S INVALIDITETOM SA ZADOVOLJSTVOM ŽIVOTOM I NADOM U BUDUĆNOST

Katarina ŠARČEVIĆ IVIĆ-HOFMAN

Sveučilište u Slavonskom Brodu, OBR, Slavonski Brod, Hrvatska

Bernarda VESELIČIĆ

Zlatni cekin Poliklinika, Slavonski Brod, Hrvatska

Ivana SMOLČIĆ JERKOVIĆ

Udruga osoba s invaliditetom Slavonski Brod "Loco-Moto",
Slavonski Brod, Hrvatska

UDK: 364.658-056.266

304.3-056.266

Izvorni znanstveni rad

Primljen: 19. svibnja 2021.

U ovom istraživanju promatrana je povezanost socijalne podrške i otpornosti osoba s invaliditetom sa zadovoljstvom životom i nadom u budućnost. Cilj je ispitati mogućnost predviđanja zadovoljstva životom i nade u budućnost kod osoba s invaliditetom na temelju sociodemografskih obilježja te otpornosti i socijalne podrške kod 230 sudionika. Upotrijebljen je online obrazac, koji se sastojao od upitnika za utvrđivanje demografskih obilježja, Kratke skale otpornosti, Skale zadovoljstva životom, Skale nade u budućnost i Skale socijalne podrške. Rezultati pokazuju da su osobe s invaliditetom koje izražavaju veću razinu otpornosti te veću razinu socijalne podrške obitelji i socijalne podrške prijatelja zadovoljnijesvojim životom. Utvrđeno je i nekoliko mogućih zaštitnih faktora zadovoljstva života i nade u budućnost osoba s invaliditetom, pa je uloga svih nas da potičemo i poboljšavamo socijalne odnose i socijalnu podršku osobama s invaliditetom.

Ključne riječi: osobe s invaliditetom, socijalna podrška, otpornost, zadovoljstvo životom, nade u budućnost

- ✉ Katarina Šarčević Ivić-Hofman, Sveučilište u Slavonskom Brodu, Odjel društveno-humanističkih znanosti, Gundulićeva 20, 35000 Slavonski Brod, Hrvatska.
E-mail: ksihofman@unisb.hr

Osoba s invaliditetom, prema Zakonu o hrvatskom registru osoba s invaliditetom (NN 64/2001), jest osoba koja ima trajno ograničenje, smanjenje ili gubitak sposobnosti izvršenja neke fizičke aktivnosti ili psihičke funkcije primjerene životnoj dobi, a nastale kao posljedica oštećenja zdravlja. Konvencija o pravima osoba s invaliditetom (Ujedinjeni narodi, 2006) ističe invaliditet kao razvojni proces, a rezultat je međudjelovanja osoba s invaliditetom i socijalnih, psiholoških te institucionalnih zapreka koje onemogućuju ravnopravno sudjelovanje osoba s invaliditetom u društvu s drugim ljudima. Sam pojam invaliditeta označuje razne vrste i stupnjeve oštećenja, poteškoća ili smetnji, odnosno nepravilnosti na području fizičkoga, psihičkoga, psihofizičkoga i socijalnoga razvoja (Klaić, 1958; prema Zovko, 1999).

Prema globalnoj procjeni, milijarda ljudi – otprilike oko 15 % populacije – čine osobe s invaliditetom (World Health Organization, 2021). Prema podatcima Hrvatskog registra o osobama s invaliditetom Hrvatskog zavoda za javno zdravstvo, u Hrvatskoj živi 586.153 osobe s invaliditetom, od toga 64 % muškaraca i 36 % žena (Hrvatski zavod za javno zdravstvo, 2021).

U ovom istraživanju promatrana je povezanost socijalne podrške i otpornosti osoba s invaliditetom sa zadovoljstvom životom i nadom u budućnost.

Zadovoljstvo životom širok je konstrukt, a može se mjeriti subjektivnim ocjenama zadovoljstva u raznim životnim domenama koje odražavaju društvene norme za dobrobit i očekivanja za dobar život (Post, 2014). Zadovoljstvo životom jedan je od primarnih pokazatelja kvalitete života, blagostanja (Diener i Ryan, 2009) i optimalnoga starenja (Baltes i Baltes, 1990) i često je istraživano zbog svoje povezanosti s anksioznosti, depresivnosti i ostalim pokazateljima koji se tiču zaštite mentalnoga zdravlja.

Nada u budućnost jedan je aspekt konstrukta "vjera u vrstu" McAdamsova i de St. Aubinova modela generativnosti (McAdams i de St. Aubin, 1992), što označuje uvjerenje da je život dobar i vrijedan življenja te nadu u bolji život za buduće naraštaje. Nada u budućnost (Tucak Junaković i Ahmeti, 2012), mjerena na hrvatskom uzorku, pokazuje i značajnu pozitivnu povezanost sa zadovoljstvom životom. Osobe koje imaju veću nadu u budućnost ujedno su i zadovoljnije životom, i obrnuto, što može značiti da oni koji su zadovoljniji životom procjenjuju i budućnost pogodnjom jer vjeruju da će život i kasnije biti vrijedan življenja, a budućnost bolja. Van de Water i McAdams (1989) navode da ovaj konstrukt znači vjerovanje u bolji život i vrstu u budućnosti, čak i onda kada postoje dokazi o ljud-

skoj destruktivnosti i izopačenosti s kojima smo suočeni. Nada u budućnost znači optimizam da se svjetski problemi mogu riješiti, da će život budućim naraštajima biti bolji te da ljudsko djelovanje i trud mogu dovesti do uspjeha. Istraživanja o nadu u budućnost ili vjeri u vrstu nisu brojna, no pojedina (Tucak Junaković i Ahmeti, 2012) pokazuju povezanost s generativnom brigom, koja je definirana kao opća svjesna usmjerenošć na dobrobit sljedećoj generaciji, predanosti, ali i povjerenjem u ljude.

U ovom je istraživanju promatrana povezanost zadovoljstva životom i nade u budućnost s drugim konstruktima kod osoba s invaliditetom.

Kada govorimo o socijalnom okruženju, odnosno kvaliteti socijalnih odnosa osoba s invaliditetom i njihovim okruženjem, možemo reći da je uvelike povezano s razinom sreće i osobnom dobrobiti (Leutar i Buljevac, 2020), a kvaliteta socijalnih odnosa vrlo je važan prediktor sreće među osobama s invaliditetom (Marinić i Brklijačić, 2008). Autori Diener i Lucas (1999) utvrdili su da sreća ne korelira s objektivnim (medicinskim) procjenama zdravstvenoga stanja nego sa subjektivnim, odnosno osoba koja se osjeća zdravije bit će sretnija, što ne znači da je to njezino stvarno zdravstveno stanje.

Odnosi pojedinca, kao što su obiteljski, prijateljski ili stručni, predstavljaju socijalnu mrežu (Puljiz i Zrinščak, 2002; prema Leutar i sur., 2014), odnosno ta mreža obuhvaća formalne i neformalne odnose pojedinca koje održava s obitelji, prijateljima, susjedima ili radnim kolegama (Raboteg-Šarić i sur., 2003; prema Leutar i sur., 2014). Raboteg-Šarić i suradnici (2002) navode kako socijalna mreža označuje komuniciranje između subjekata koji su određeni i međusobno povezani. Stvaranjem pozitivnih socijalnih mreža potiče se zaštita članova te mreže, jer se time preveniraju određeni negativni događaji u životu, odnosno unaprjeđuje se kvaliteta života članova (Leutar i sur., 2014). Neformalne socijalne mreže dopunjaju rad formalnih mreža (stručnjaci), a njihov temelj leži u tzv. primarnoj solidarnosti, koja označuje emocionalnu povezanost između članova, posebno u obiteljskom životu. Prema Antonucci (1985), kroz socijalne mreže razmjenjuje se socijalna podrška i tako se stvaraju formalni i neformalni odnosi pojedinca, unutar kojih se omogućuje razmjena usluga, informacija i drugih dobara (Mandić i Hlebec, 2005). Socijalna podrška vrlo je važan čimbenik prilagodbe društvu, a označuje postojanje ili dostupnost osoba na koje se pojedinac oslanja, koje se o njemu brinu, vole ga i cijene (Sarason i sur., 1993; prema Kregar, 2004). Može se opisati kao skup povoljnih učinaka koji proizlaze iz bliskih odnosa pojedinca s drugim ljudima, pomažu mu u nošenju sa stresom i izazovnim situacijama u životu. Is-

kazuje se kroz konkretnе aktivnosti, kao što su obavljanje poslova umjesto osobe u krizi, pružanje emocionalne podrške u obliku utjehe i razumijevanja, pružanje mogućnosti za socijalnu usporedbu te poticanje samopoštovanja pojedinca su-očenog sa životnim poteškoćama (Furlan i sur., 2005).

Više je mogućih tipova socijalne podrške, a Skala socijalne podrške (MacDonald, 1998) sadrži po četiri tipa socijalne podrške: emocionalnu, instrumentalnu, informacijsku i podršku samopoštovanja. *Emocionalna podrška* daje informaciju osobi da je prihvaćena i poštovana, odnosi se na empatiju, brigu i zabiljeku usmjerenu prema drugoj osobi; *instrumentalna podrška* odnosi se na pružanje neposredne materijalne i finansijske pomoći i potrebnih usluga; *informacijska podrška* pomaže osobi u definiranju, razumijevanju i suočavanju s problemima, odnosi se na davanje savjeta, uputa ili sugestija, dok *podrška samopoštovanja* uključuje davanje povratnih informacija koje su potrebne za samoevaluaciju (Cohen i Wills, 1985; Sarafino, 2002). Ovisno o prirodi same situacije i karakteristika osoba koje su u socijalnoj interakciji, pridaje se važnost raznim tipovima podrške.

Neka istraživanja navode da se povezanost između životnog uređenja i pokazatelja zadovoljstva životom mogu povezati sa socijalnom povezanosti, a koncept socijalne povezanosti uključuje objektivne i subjektivne aspekte. U objektivnom smislu uključuje socijalno sudjelovanje (druženje s prijateljima) i društveni angažman (volontiranje) (Cornwell i sur., 2008), a subjektivna procjena uočenu socijalnu potporu i kvalitetu socijalnih odnosa (Cornwell i Waite, 2009), osamljenost i pripadnost (Mellor i sur., 2008).

Još jedan od konstrukata koji je važan u nošenju sa životnim izazovima jest otpornost. Američka psihološka asocijacija (2012) definira otpornost kao proces vraćanja na prijašnje stanje nakon teških iskustava i dobru prilagodbu u nevolji, traumi, prijetnjama ili značajnim izvorima stresa. Otpornost pojedinca shvaćamo kao uspješnu prilagodbu na sve one poremećaje i poteškoće koje mogu prijetiti funkcioniranju, opstanku ili razvoju pojedinca (Kimshi i sur., 2020). Osobe s invaliditetom koje na individualnoj razini imaju kapacitet za uspješniju prilagodbu na razne situacije te imaju dobre vještine rješavanja problema i samoregulacije, nadu ili vjeru te osjećaj da život ima smisla, zbog svoje sposobnosti otpornosti lakše će podnijeti promjene i poteškoće koje donosi život (Masten, 2018). Prema pojedinim autorima (Cacioppo i sur., 2011), otpornost je sposobnost poticanja, uključivanja i održavanje kvalitetnih odnosa i mogućnosti kako podnijeti i oporaviti se od životnih stresora i socijalne izolacije.

Osobe s invaliditetom tijekom života susreću se s brojnim izazovima u obavljanju svojih životnih aktivnosti, kao što su

zapreka mobilnosti u zajednici (Jónasdóttir i Polgar, 2018), potekoće s pristupom javnom prijevozu (Bezyak i sur., 2020), smanjeni pristup zdravstvenim uslugama (Gudlavalleti i sur., 2014) i zapreke u komunikaciji (Hersh, 2013). U usporedbi s općom populacijom, osobe s invaliditetom imaju veći rizik od depresije (Gudlavalleti i sur., 2014, str. 6), niže zadovoljstvo životom (Nicolaisen i sur., 2020) i povećanu osamljenost (Bruunes i sur., 2019). Ovo istraživanje bavi se upravo populacijom osoba s invaliditetom da bismo bolje razumjeli njihovo zadovoljstvo kvalitetom života i njihove otpornosti. Rezultati istraživanja mogu biti smjernice pružateljima socijalnih usluga i široj zajednici za provođenje programa jačanja kapaciteta osoba s invaliditetom, ali i pružateljima usluga podrške.

METODOLOGIJA ISTRAŽIVANJA

Cilj istraživanja

Cilj je ovog istraživanja ispitati mogućnost predviđanja zadovoljstva životom i nade u budućnost kod osoba s invaliditetom na temelju sociodemografskih obilježja te otpornosti i socijalne podrške.

Problem i hipoteze

U skladu s ciljem istraživanja postavljeni su istraživački problemi i hipoteze.

1. Ispitati postoji li povezanost socijalne podrške, otpornosti, zadovoljstva životom i nade u budućnost kod osoba s invaliditetom.

H1. Postoji statistički značajna, pozitivna povezanost između socijalne podrške, otpornosti, zadovoljstva životom i nade u budućnost.

2. Ispitati mogućnost predviđanja zadovoljstva životom i nade u budućnost na temelju demografskih obilježja, socijalne podrške i otpornosti kod osoba s invaliditetom.

H2a. Žene, mlađe osobe i oni s većim stupnjem obrazovanja iskazivat će veće zadovoljstvo životom. Dob, spol i stupanj obrazovanja neće biti značajni prediktor nade u budućnost.

H2b. Očekuje se da će socijalna podrška biti statistički značajan, pozitivan prediktor zadovoljstva životom i nade u budućnost.

H2c. Očekuje se da će otpornost biti statistički značajan, pozitivan prediktor zadovoljstva životom i nade u budućnost.

Sudionici

U istraživanju je sudjelovalo 230 sudionika, od čega 52,2 % muškaraca i 47,8 % žena, a prosječna dob iznosi 53 godine. Kada je u pitanju stupanj obrazovanja, 50,4 % sudionika ima završeno srednjoškolsko, a 19,6 % osnovnoškolsko obrazo-

vanje; 11,3 % sudionika ima završen magisterij, a tek 3 sudionika (1,3 %) završen poslijediplomski studij. Manji dio sudionika nema završenu osnovnu školu (9,1 %). Nadalje, 40 % sudionika živi na selu, a ostatak sudionika u manjem gradu (do 50 000 stanovnika, 23 %) i u većem gradu (više od 50 000 stanovnika, 36,5 %). U bračnoj je zajednici 38,3 % sudionika.

U Tablici 1 prikazana je struktura sudionika prema vrsti invaliditeta na $N = 228$. Dva sudionika nisu se izjasnila o vrsti invaliditeta. Višestruki invaliditet odnosio se na dva ili više odabralih vrsta invaliditeta.

➲ TABLICA 1
Vrste invaliditeta
sudionika

Vrsta invaliditeta	Frekvencija
Tjelesno oštećenje	118 (51,3 %)
Oštećenje vida	6 (2,6 %)
Oštećenje sluha	1 (0,4 %)
Neurološko oštećenje	33 (14,3 %)
Intelektualno oštećenje	3 (1,3 %)
Višestruki invaliditet	64 (27,8 %)
Drugo	3 (1,3 %)

U Tablici 2 prikazana je struktura sudionika prema stupnju invaliditeta na $N = 229$. Jedan sudionik nije se izjasnio o stupnju invaliditeta.

➲ TABLICA 2
Stupanj invaliditeta
sudionika

Kvantitativna ljestvica	Stupanj invaliditeta	Frekvencija
0 % – 4 %	0	-
5 % – 24 %	1	1 (0,4 %)
25 % – 49 %	2	15 (6,6 %)
50 % – 95 %	3	113 (49,3 %)
96 % – 100 %	4	100 (43,7 %)

Stupanj invaliditeta u odnosu na rad određuje se sljedećom ljestvicom od pet stupnjeva:

- ako zapreke i poteškoće u odnosu na rad ne postoje, odnosno ako su zanemarive i ocijenjene su do 4 %, stupanj invaliditeta je 0;
- ako su zapreke i poteškoće u odnosu na rad male i ocijenjene su od 5 % do 24 %, stupanj invaliditeta iznosi 1;
- ako su zapreke i poteškoće u odnosu na rad umjerene ili znatne i ocijenjene su od 25 % do 49 %, stupanj invaliditeta iznosi 2;
- ako su zapreke i poteškoće u odnosu na rad velike, odnosno teške i ocijenjene su od 50 % do 95 %, stupanj invaliditeta iznosi 3;
- ako su zapreke i poteškoće u odnosu na rad potpune i ocijenjene su od 96 % do 100 %, stupanj invaliditeta iz-

• TABLICA 3
Stupanj invaliditeta
sudionika prema spolu

nosi 4 (Pravilnik o profesionalnoj rehabilitaciji..., NN 44/14).

U Tablicama 2 i 3 prikazani su stupnjevi prema navedenoj podjeli. U Tablici 3 prikazan je stupanj invaliditeta sudionika prema spolu.

Kvantitativna ljestvica	Stupanj invaliditeta	f (M)	f (Ž)
0 % – 4 %	0	-	-
5 % – 24 %	1	-	1 (0,4 %)
25 % – 49 %	2	7 (3,1 %)	8 (3,5 %)
50 % – 95 %	3	58 (25,3 %)	55 (24 %)
96 % – 100 %	4	54 (23,6 %)	46 (20,1 %)

Rezultati pokazuju da najviše sudionika (49,3 %) ima treći stupanj invaliditeta, u kojem je gotovo podjednak postotak muškaraca (25,3 %) i žena (24 %).

Postupak istraživanja

Istraživanje je provedeno na prigodnom uzorku online, a manen dio sudionika pristupio je istraživanju metodom papir-olovka zbog potrebne pomoći oko ispunjavanja upitnika. Poveznica za istraživanje u obliku online obrasca objavljena je i dijejljena na društvenoj mreži Facebook, a istraživanje su uz pomoć poveznice mogle ispuniti sve osobe s bilo kojom vrstom i stupnjem invaliditeta. Poveznica za istraživanje dijeljena je i preko adresa e-pošte raznim udružgama koje okupljaju osobe s invaliditetom te internetskih stranica posvećenih toj populaciji. Prikupljanje podataka trajalo je dva mjeseca, od siječnja do ožujka 2021. godine. Prije rješavanja upitnika sudionicima je dana pisana uputa s kratkim opisom istraživanja i izjavom o anonimnosti te smjernicama za rješavanje. Od sudionika se zahtijevalo da pažljivo pročitaju uputu i u skladu s tim daju odgovore. Na kraju upitnika svaki je sudionik mogao ostaviti svoju adresu e-pošte kako bi ga se obavijestilo o rezultatima istraživanja, a navedena je i adresa e-pošte istraživača na koju su se sudionici mogli obratiti ako su imali dodatna pitanja ili nejasnoće. Prije popunjavanja upitnika tražila se suglasnost etičkoga povjerenstva Doma zdravlja čiji su korisnici sudjelovali u istraživanju.

Instrumenti istraživanja

Za potrebe istraživanja uzet je internetski obrazac, koji se sa stojao od anketnog upitnika za utvrđivanje demografskih obilježja, Kratke skale otpornosti, Skale zadovoljstva životom, Skale nade u budućnost i Skale socijalne podrške. Dio online obrasca sadržavao je i pitanja o funkcionalnoj sposobnosti izmjerenoj Ljestvicom dnevnih aktivnosti i socijalne uključenosti.

Anketni upitnik – Čestice za utvrđivanje demografskih karakteristika ispitivale su spol, dob, razinu obrazovanja, socioekonomski status, bračni status, vrstu i stupanj invaliditeta te korištenje socijalnih usluga. Dodatno, sudionici su odgovarali na pitanja o promjeni životnih navika tijekom pandemije, razlozima izbjegavanja društvenih događaja i stupnju pokretljivosti.

Kratka skala otpornosti (Smith i sur., 2008) mjeri sposobnost pojedinca da se uspješno oporavi od stresne situacije, a sastoji se od 6 čestica, od čega su tri pozitivnoga smjera (primjer čestice "Obično se brzo oporavim nakon teških vremena"), a preostale tri negativnoga smjera (primjer čestice "Teško mi je prolaziti kroz stresne događaje"). Skalu su na hrvatski jezik metodom dvostrukoga prijevoda prevele Slišković i Burić (2018). Zadatak ispitanika bio je odgovoriti na čestice u obliku procjene na ljestvici od 5 stupnjeva, pri čemu 1 znači "Uopće se ne slažem", a 5 "U potpunosti se slažem". Ukupan rezultat formira se kao prosječan rezultat svih čestica, uz obrnuto bodovanje čestica negativnoga smjera. Veći prosječni rezultat znači veću razinu otpornosti. Na hrvatskom uzroku pouzdanost tipa unutarnje konzistencije iznosi $\alpha = 0,082$, a u ovom istraživanju pouzdanost ove skale iznosi $\alpha = 0,74$.

Skala nade u budućnost (Tucak Junaković, 2010) ispituje nadu u bolju budućnost, a sastoji se od 8 čestica. Zadatak sudionika bio je odgovoriti na čestice u obliku procjene na skali Likertova tipa od pet stupnjeva, pri čemu 1 znači "Uopće se ne slažem", a 5 ima značenje "U potpunosti se slažem". Primjeri čestica jesu "Život je u osnovi dobar i vrijedan življjenja", "Nadam se poboljšanju života u budućim generacijama". Ukupan rezultat na skali izračunava se kao prosječna vrijednost odgovora na svim česticama, pa se teorijski raspon rezultata kreće između 1 i 5. Viši rezultat upućuje na izraženiju nadu u budućnost. Prilikom konstrukcije skale i provjere na hrvatskom uzorku pouzdanost skale iznosi $\alpha = 0,88$, a pouzdanost skale u ovom istraživanju iznosi $\alpha = 0,95$.

Skala zadovoljstva životom (Penezić, 2002) mjeri globalno i situacijsko zadovoljstvo. Sastoji se od 20 čestica, od čega je 17 čestica namijenjeno mjerjenju globalnoga zadovoljstva, a ostale 3 čestice mjere situacijsko zadovoljstvo. Primjer čestice za mjere globalnoga zadovoljstva jest "Uvjeti mog života su izvrsni", a primjer čestice za mjerjenje situacijskoga zadovoljstva jest "Je li Vam se posljednjih nekoliko tjedana dogodilo da ste bili zadovoljni jer ste nešto postigli." Zadatak ispitanika bio je na pitanja odgovoriti na skali Likertova tipa od pet stupnjeva, pri čemu 1 znači "Uopće se ne slažem", a 5 "U potpunosti se slažem". Ukupan rezultat kreira se kao linearna kombinacija procjena na svih 20 čestica, pa se teorijski raspon rezultata može kretati između 20 do 100, pri čemu viši rezultat označuje veće zadovoljstvo životom. U raznim istraživanjima (Pene-

zić, 1996) pouzdanost ove skale kretala se između 0,84 do 0,95, a u ovom istraživanju pouzdanost iznosi $\alpha = 0,96$.

Skala socijalne podrške (MacDonald, 1998) uključuje percepciju primljene socijalne podrške od članova obitelji i prijatelja, a odnosi se ne samo na potencijalno raspoloživu nego i onu socijalnu podršku koja se aktualno rabi (Ivanov, 2010). Skala se sastoji od 56 tvrdnji, od kojih se 28 tvrdnji odnosi na socijalnu podršku obitelji, a 28 na socijalnu podršku prijatelja. Dodatno, obje podskale sadrže po četiri tipa socijalne podrške: emocionalnu podršku, instrumentalnu podršku, informacijsku podršku i podršku samopoštovanja, a autor ističe kako način primjene skale ovisi o ciljevima istraživanja. U ovom je istraživanju uzet rezultat na skali Ukupne socijalne podrške i rezultat na podskalama Socijalna podrška obitelji i Socijalna podrška prijatelja. Zadatak sudionika bio je označiti razinu slaganja s navedenim tvrdnjama na skali od 5 stupnjeva, pri čemu 1 znači "Uopće se ne slažem", a 5 "U potpunosti se slažem". Ukupan rezultat kreira se kao linearna kombinacija odgovora na skalama, uz obrnuto bodovanje pojedinih čestica. Veći rezultat na skalama upućuje na veću socijalnu podršku. Za ukupan rezultat autor navodi pouzdanost $\alpha = 0,95$, za podskalu Socijalne podrške obitelji $\alpha = 0,95$, a za podskalu Socijalna podrška prijatelja $\alpha = 0,95$. U ovom istraživanju za rezultat Ukupne socijalne podrške $\alpha = 0,97$, za podskalu Socijalna podrška obitelji $\alpha = 0,97$, a za podskalu Socijalna podrška prijatelja $\alpha = 0,97$.

REZULTATI ISTRAŽIVANJA

U svrhu preglednijega prikazivanja rezultata, ukupni rezultati dobiveni linearnom kombinacijom za varijable zadovoljstva životom i socijalne podrške podijeljeni su s brojem čestica tih skala, kako bi se svi rezultati u tablici kretali u rasponu od 1 do 5. Iz Tablice 4 može se vidjeti kako vrijednosti K-S testa za sve varijable pokazuju da značajno odstupaju od normalne distribucije, a iz Tablice 5 vidi se kako su varijable negativno asimetrične. Unatoč utvrđenim odstupanjima od normalne distribucije, u ovom istraživanju primjenjeni su parametrijski statistički postupci za obradbu podataka. Kline (2015) navodi kako se parametrijski postupci mogu primjeniti ako je koeficijent asimetričnosti u rasponu od 0 do +/-3, a koeficijent sploštenosti u rasponu od 0 do +/-10, a Tablica 5 prikazuje kako se navedeni koeficijenti za varijable mjerene u ovom istraživanju kreću u tim intervalima. Nadalje, Petz (2004) navodi kako se uvjet normalnosti distribucije može prekršiti ako su odstupanja varijabli od normalne distribucije slična, a u slučaju ovog istraživanja vidi se kako su uvjeti svih varijabli negativno asimetrični.

Varijabla	M	SD	Min	Max	Teorijski	K-S test	p	α
					raspon			
Otpornost	2,95	0,679	1	4,67	1-5	0,143	0,000	0,74
Nada u budućnost	3,62	0,914	1	5	1-5	0,157	0,000	0,95
Zadovoljstvo životom	3,17	0,830	1,05	4,98	1-5	0,061	0,039	0,96
Ukupna socijalna podrška	3,65	0,765	1,57	5	1-5	0,085	0,000	0,97
Socijalna podrška obitelji	4,10	0,843	1,54	5	1-5	0,173	0,000	0,97
Socijalna podrška prijatelja	3,758	0,888	1,50	5	1-5	0,090	0,000	0,97

❶ TABLICA 4
Deskriptivna statistika,
vrijednosti Kolmogorov-
-Smirnovljeva testa i
koeficijenti pouzdanosti
(N = 230)

❷ TABLICA 5
Indeksi asimetričnosti i
sploštenosti

Varijabla	Asimetričnost	Sploštenost
Otpornost	-0,24	0,91
Nada u budućnost	-0,90	0,52
Zadovoljstvo životom	-0,18	-0,09
Ukupna socijalna podrška	-0,81	0,34
Socijalna podrška obitelji	-10,13	0,60
Socijalna podrška prijatelja	-0,60	-0,36

	1	2	3	4	5	6
1. Otpornost	1					
2. Ukupna socijalna podrška	0,27**	1				
3. Socijalna podrška obitelji	0,18**	0,86**	1			
4. Socijalna podrška prijatelja	0,29**	0,89**	0,56**	1		
5. Nada u budućnost	0,30**	0,41**	0,27**	0,44**	1	
6. Zadovoljstvo životom	0,52**	0,57**	0,46**	0,55**	0,64**	1
7. Spol	0,01	0,104	0,06	0,11	0,12	0,15*
8. Dob	-0,26**	-0,22**	-0,20**	-0,18**	-0,15*	-0,31**
9. Stupanj obrazovanja	0,21**	0,10	0,04	0,13*	0,17**	0,21**

* $p < 0,05$, ** $p < 0,01$; spol (1 = muško, 2 = žensko)

❸ TABLICA 6
Tablica interkorelacija
za promatrane
varijable otpornosti,
nade u budućnost,
socijalne podrške,
zadovoljstva životom i
sociodemografske
karakteristike
(N = 230)

Rezultati pokazuju kako otpornost iskazuje nisku pozitivnu povezanost sa socijalnom podrškom i nadom u budućnost. Nadalje, otpornost je umjereno pozitivno povezana sa zadovoljstvom životom. Od sociodemografskih obilježja, dob pokazuje nisku i negativnu povezanost s otpornosti. Spol nije statistički značajno povezan s otpornosti, dok je povezanost između stupnja obrazovanja i otpornosti statistički značajna i pozitivna.

Kada je riječ o socijalnoj podršci, iz Tablice 6 vidi se kako i ukupna socijalna podrška te socijalna podrška prijatelja i socijalna podrška obitelji pokazuju pozitivnu povezanost s nadom u budućnost, pri čemu je povezanost između socijalne podrške obitelji i nade u budućnost nešto niža od povezanosti nade u budućnost s ukupnom socijalnom podrškom i socijalnom podrškom prijatelja. Sve tri socijalne podrške umjereno

su pozitivno povezane i sa zadovoljstvom životom. Dob je nisko i negativno povezana sa socijalnom podrškom, dok spol nije statistički značajno povezan sa socijalnom podrškom. Stupanj obrazovanja pokazuje nisku pozitivnu povezanost samo sa socijalnom podrškom prijatelja.

Nada u budućnosti povezana je pozitivno sa zadovoljstvom životom. Nada u budućnost i spol nisu statistički značajno povezani. Dob pokazuje negativnu nisku povezanost s nadom u budućnost, dok stupanj obrazovanja pokazuje također nisku, ali pozitivnu povezanost s nadom u budućnost.

Rezultati pokazuju da zadovoljstvo životom iskazuje umjerenu pozitivnu povezanost s otpornosti, socijalnom podrškom te nadom u budućnost. Kada je riječ o sociodemografskim obilježjima, zadovoljstvo životom nisko je pozitivno povezano sa spolom. Žene pokazuju veće zadovoljstvo životom. Nadalje, zadovoljstvo životom pozitivno je povezano sa stupnjem obrazovanja, a negativno s dobi.

Iz Tablice 6 može se zaključiti kako postoje značajne niske do umjerene pozitivne povezanosti otpornosti, socijalne podrške, nade u budućnost i zadovoljstva životom. Od sociodemografskih obilježja, spol nije značajno povezan (osim sa zadovoljstvom životom) s navedenim varijablama, dok dob pokazuje negativnu povezanost sa svim navedenim varijablama, što govori o tome da stariji sudionici izražavaju manju otpornost, nižu razinu socijalne podrške (kako ukupne, tako i socijalne podrške posebno prijatelja i obitelji), manju nadu u budućnost i niže zadovoljstvo životom.

Drugi je problem provedenog istraživanja ispitati mogućnost predviđanja nade u budućnost i zadovoljstva životom na temelju socijalne podrške (socijalna podrška obitelji i socijalna podrška prijatelja), otpornosti i sociodemografskih obilježja. Kako bi se odgovorilo na postavljeno istraživačko pitanje, provedene su dvije hijerarhijske regresijske analize.

Tablica 7 prikazuje rezultate prve regresijske analize u kojoj je kriterijska varijabla zadovoljstvo životom.

Variable spol, dob i stupanj obrazovanja sudionika u prvom su koraku stavljene kao kontrolne varijable. U drugom koraku dodana je varijabla otpornost, a u trećem socijalna podrška obitelji i socijalna podrška prijatelja. Prije provođenja hijerarhijske regresijske analize provjereno je jesu li zadovoljeni svi preduvjeti za provedbu toga postupka. Preduvjet o nezavisnosti reziduala zadovoljen je na temelju vrijednosti Durbin – Watson testa (1,818) u dopuštenom intervalu. Na temelju vrijednosti tolerancije većih od 0,1 te vrijednosti faktora povećanja varijance (VIF) manjih od 10, utvrđeno je da multikolinearnost nije prisutna. Na temelju rezultata prikazanih u Tablici 7 iz 3. modela vidi se kako su otpornost, socijalna podrška prijatelja i socijalna podrška obitelji statistički

značajni, pozitivni prediktori zadovoljstva životom. Nadalje, dob se pokazuje kao statistički značajan, negativan prediktor zadovoljstva životom. Ukupnim modelom objašnjeno je 50,2 % varijance kriterija. Otpornost samostalno objašnjava 19,2 % varijance zadovoljstva životom, dok mjere socijalne podrške objašnjavaju 17,8 % varijance toga kriterija.

Zadovoljstvo životom
Model

Model	Prediktori	β	R^2	ΔR^2	ΔF
1.	Spol	0,10	0,132	0,132	11,423**
	Dob	-0,28**			
	Stupanj obrazovanja	0,14*			
2.	Spol	0,12*	0,324	0,192	63,547**
	Dob	-0,18**			
	Stupanj obrazovanja	0,06			
3.	Otpornost	0,46**	0,502	0,178	39,633**
	Spol	0,08			
	Dob	-0,11*			
	Stupanj obrazovanja	0,054			
	Otpornost	0,35**			
	Socijalna podrška obitelji	0,30**			
	Socijalna podrška prijatelja	0,21**			

TABLICA 7
Rezultati višestruke
hijerarhijske regresijske
analize provedene
u svrhu objašnjenja
varijance Zadovoljstva
životom

* $p < 0,05$, ** $p < 0,01$; β = vrijednost standardiziranog regresijskog koeficijenta; R^2 = koeficijent multiple determinacije; ΔR^2 = promjena koeficijenta multiple determinacije; ΔF = vrijednost F-omjera za grupu prediktora; spol (1 = muško, 2 = žensko).

Nada u budućnost
Model

Model	Prediktori	β	R^2	ΔR^2	ΔF
1.	Spol	0,10	0,041	0,053	4,224**
	Dob	-0,114			
	Stupanj obrazovanja	0,137*			
2.	Spol	0,11	0,102	0,065	16,394**
	Dob	-0,05			
	Stupanj obrazovanja	0,09			
3.	Otpornost	0,27**			
	Spol	0,07			18,707**
	Dob	-0,01			
	Stupanj obrazovanja	0,08			
	Otpornost	0,17**			
	Socijalna podrška obitelji	0,04			
	Socijalna podrška prijatelja	0,35**			

TABLICA 8
Rezultati višestruke
hijerarhijske
regresijske analize
provedene u svrhu
objašnjenja varijance
Nade u budućnost

* $p < 0,05$, ** $p < 0,01$; β = vrijednost standardiziranog regresijskog koeficijenta; R^2 = koeficijent multiple determinacije; ΔR^2 = promjena koeficijenta multiple determinacije; ΔF = vrijednost F-omjera za grupu prediktora; spol (1 = muško, 2 = žensko).

Rezultati druge regresijske analize u kojoj je kriterijska varijabla nadu u budućnost prikazani su u Tablici 8. Kontrolne varijable spol, dob i stupanj obrazovanja sudionika uključene se u prvi korak. U drugom koraku dodana je varijabla otpornost, a u trećem socijalna podrška obitelji i socijalna podrška prijatelja. Kao i kod prve hijerarhijske regresijske analize, svi preduvjeti za provođenje bili su zadovoljeni (Durbin – Watson test = 2,193, vrijednosti tolerancije veće su od 0,1, a najveća VIF = 1,560).

Na temelju rezultata prikazanih u Tablici 8 iz 3. modela vidi se kako su otpornost i socijalna podrška prijatelja statistički značajni, pozitivni prediktori nade u budućnost. Socijalna podrška obitelji nije se pokazala kao statistički značajan prediktor nade u budućnost. U Tablici 6 vidi se kako je povezanost socijalne podrške obitelji imala nižu povezanost s nadom u budućnost u odnosu na socijalnu podršku prijatelja i ukupnu socijalnu podršku.

RASPRAVA

Cilj je ovog istraživanja provjeriti koliko socijalna podrška obitelji i prijatelja te individualna otpornost osoba s invaliditetom pridonose objašnjavanju njihova zadovoljstva životom i nadom u budućnost. Autorice je zanimalo postoji li povezanost socijalne podrške i otpornosti sa zadovoljstvom životom i nadom u budućnost kod osoba s invaliditetom. Istraživanjem su dobivene niske do umjerene pozitivne povezanosti tih varijabli, što je u skladu s postavljenim hipotezama. U dosadašnjim istraživanjima ispitivalo se i kako sociodemografska obilježja (spol, dob, stupanj obrazovanja i socioekonomski status) uvjetuju razliku u procjeni zadovoljstva životom, no rezultati su nekonzistentni. Spolne razlike obično su ili neznačajne ili relativno male, a tamo gdje su i utvrđene statistički značajne razlike, rezultati su nekonzistentni (Andrews i Withey, 1976; Pastuović i sur., 1995; Martinis, 2005). U nekim hrvatskim istraživanjima uočene su i negativne povezanosti dobi i zadovoljstva životom (Pastuović i sur.; Martinis, 2005; Penezić, 2006), odnosno to da starije osobe iskazuju manje zadovoljstvo životom od mlađih.

Rezultati ovog istraživanja pokazuju da spol nije značajno povezan s ovim varijablama, osim kod zadovoljstva životom, pri čemu su žene nešto zadovoljnije životom od muškaraca. Potrebne su dodatne analize i objašnjenja ovoga nalaza, kao i eventualnih odnosa drugih varijabli na veće zadovoljstvo životom kod žena. Dob pokazuje negativnu povezanost sa svim varijablama, odnosno stariji sudionici izražavaju nižu nadu u budućnost i niže zadovoljstvo životom, kao i manju otpornost i socijalnu podršku, što objašnjavaju razna istraživanja. S obzirom na to da se osobe s invaliditetom cijeli život susreću sa zaprekama, ne čudi da s dobi opada njihovo

zadovoljstvo, ali i nada. Kako vrijeme protjeće, oni rabe sve više resursa te im se smanjuje i kapacitet za borbu i osiguranje boljih uvjeta života, kao i broj dostupnih osoba u njihovoј okolini koji će pružiti socijalnu podršku. Stupanj obrazovanja pokazuje nisku pozitivnu povezanost s otpornosti, socijalnom podrškom prijatelja, zadovoljstva životom i nadom u budućnost, što je u skladu s tumačenjima da veći stupanj obrazovanja nudi više mogućnosti i resursa koji utječu na dobrobit pojedinca.

Socijalna podrška, otpornost, zadovoljstvo životom i nada u budućnost povezane su blago do umjereno, što je u skladu i s istraživanjima rađenima na konstrukcijama ovih skala. Nada u budućnost slabo je pozitivno povezana s povjerenjem u ljude i zadovoljstvom životom (Tucak Junaković i Ahmeti, 2012). Otpornost je blago pozitivno povezana sa zadovoljstvom životom, a blago negativno s otuđenosti (Slišković i Burić, 2018). Nadalje, socijalna podrška pozitivno korelira sa zadovoljstvom životom, samoefikasnosti i subjektivnom procjenom zdravstvenoga stanja (Ivanov, 2010). Zadovoljstvo životom visoko pozitivno korelira sa samopoštovanjem i optimizmom, a visoko negativno s osamljenosti, samoćom, pesimizmom i anksioznosti u budućnost (Penezić, 2002). Takve su povezanosti očekivane i istražene, no postavilo se pitanje mogu li se predviđati zaštitni faktori dobrobiti pojedinaca s invaliditetom na temelju ovih skala, kako bismo kao društvo mogli jače zagovarati neke politike koje se tiču ove populacije.

Drugi je problem ovog istraživanja provjeriti način na koji sociodemografska obilježja, socijalna podrška (obitelji i prijatelja) i otpornost objašnjavaju nadu u budućnost i zadovoljstvo životom, odnosno može li se predvidjeti nečija nada i zadovoljstvo na temelju tih faktora. Rezultati pokazuju da su osobe s invaliditetom koje izražavaju veću razinu otpornosti te veću razinu socijalne podrške obitelji i socijalne podrške prijatelja, zadovoljnije svojim životom. Ovim modelom može se objasniti 50 % varijance zadovoljstva životom osoba s invaliditetom, odnosno njihovom razinom otpornosti i ukupne socijalne podrške, dok je otpornost najveći pojedinačni prediktor zadovoljstva životom. Isto tako, osobe s višom razinom otpornosti i višom izraženom socijalnom podrškom prijatelja pokazuju veću nadu u budućnost i tako je objašnjena petina nade u budućnost.

Iako pozitivno povezana sa zadovoljstvom životom, socijalna podrška obitelji nije se pokazala kao značajan prediktor nade u budućnost. Podrška obitelji ne predviđa ni njihovu veću nadu u budućnost, vjerojatno zbog kompleksnosti obiteljskih odnosa, stavova i vrijednosti koje imaju veliku ulogu i u percepciji nade u budućnost. No što veću podršku osobe s invaliditetom imaju od prijatelja, raste i osjećaj nade u poboljšanje života budućim generacijama, optimizma prema bu-

dućnosti te vjere u napredak čovječanstva. Prijatelji predstavljaju proširenje međusobnih kontakata, više ljudi koji mogu djelovati na percepciju da ljudsko djelovanje nije uzaludno i da se život budućim generacijama može poboljšati. Osobe s invaliditetom imaju rizik od zatvorenosti prema drugim ljudima i kretanja u uskom krugu ljudi koji dijele iste poteškoće ili se svakodnevno suočavaju sa zaprekama koje dugoročno mogu biti demotivirajuće. Treba poticati kontakte i socijalno uključivanje osoba s invaliditetom u društvo, stvarati prijateljske odnose, ali i jačati obitelji i njihove odnose, poticati brigu mlađih za starije osobe s invaliditetom te isticati važnost obiteljske kohezije na zadovoljstvo životom osoba s invaliditetom.

I kod objašnjenja zadovoljstva životom i kod nade u budućnost rezultati pokazuju jak efekt otpornosti sudionika istraživanja na te doživljaje. Masten (2018) navodi niz čimbenika koji su povezani s otpornosti, od individualnih, relacijskih, obiteljskih ili zajedničkih (na razini društva ili nacije). Relacijski i obiteljski odnosi koji potiču otpornost sigurni su odnosi s obitelji i prijateljima te romantičnim partnerima.

Ono što se u nekim istraživanjima pokazuje kao prediktor zadovoljstva životom jest stupanj obrazovanja (Lučev i Tadinac, 2010), pri čemu oni s većim stupnjem obrazovanja iskazuju veće zadovoljstvo. Poticanje obrazovanja i cjeloživotnog učenja preduvjet je stvaranja boljih izgleda za zapošljavanje na tržištu rada cijele populacije, pa tako i osoba s invaliditetom. No, osim navedenog, važno je u radu s osobama s invaliditetom usmjeriti se i na jačanje njihove individualne otpornosti, kako bi mogli zastupati svoja prava, posebno u raznim životnim izazovima.

Nakon provođenja ovog istraživanja jasno je da su potrebna dodatna istraživanja, posebno vodeći računa o obuhvatu osoba s invaliditetom. U ovom je istraživanju na prigodnom uzorku obuhvaćeno 230 osoba, što s obzirom na cijelu populaciju osoba s invaliditetom možda ne daje sliku koja se može generalizirati. Većina sudionika bila je iz Brodsko-posavske županije i treba uzeti u obzir kako se kvaliteta života osoba s invaliditetom prilično razlikuje od županije do županije.

Važan doprinos ovog istraživanja jest da rezultati daju uvid u živote osoba s invaliditetom i u skladu su s nizom istraživanja spomenutih u radu. Daju i moguće smjernice za poboljšanje zadovoljstva njihovim životom u svim životnim situacijama, pa i u izazovnim vremenima.

Nastavak istraživanja života osoba s invaliditetom i implikacija za promjenama nužne su na razini zagovaranja politika koje se tiču poboljšanja njihova života. Istraživači se slažu da je potrebna integracija svih čimbenika i spoznaja koje imamo o životu i kvaliteti života osoba s invaliditetom, kako bi se unaprijedila naša znanja i kako bismo ta znanja mogli primijeniti na izazove i katastrofe u budućnosti (Masten, 2018).

ZAKLJUČAK

Ovim istraživanjem utvrđeno je nekoliko mogućih zaštitnih faktora na zadovoljstvo životom i nadom u budućnost osoba s invaliditetom. Kako su osobe s invaliditetom i inače u riziku od socijalne uključenosti, nužno je usmjeriti više planiranja u poboljšanje zadovoljstva njihova života u svim životnim situacijama. Individualna otpornost, socijalna podrška obitelji i socijalna podrška prijatelja pridonose boljem zadovoljstvu životom, odnosno nadi u budućnost. Osobama s invaliditetom koje su osamljene, starije, kao i one koje žive same ili s manjim brojem ljudi u kućanstvu potrebna je posebna podrška i briga zajednice. To može biti kroz niz digitalnih rješenja i poticanje pristupa internetu, razvijanje digitalne pismenosti, jer se pokazala kao odličan alat za održavanje socijalne povezanih s drugim ljudima. Poštivanjem smjernica raznih konvencija i deklaracija za ovu populaciju stavlja se veći naglasak na nužnost sustavne brige za ovu, prečesto marginaliziranu, skupinu.

Umrežavanjem osoba s invaliditetom i pružanje peer podrške mogao bi biti jedan od načina kako pojedinci, lokalna zajednica, ali i udruge osoba s invaliditetom mogu planirati intervencije da im osiguraju bolje životne uvjete. Jedno je istraživanje pokazalo da su internetske intervencije vršnjaka jednakov vrijedne internetskim programima koje nude stručnjaci, a uključivanje podrške ljudi sličnih nama može biti isplativiji način pružanja internetskih tretmana te može povećati socijalnu intervenciju i uključenost osoba s invaliditetom (Gorenko i sur., 2020; Tomasino i sur., 2017). Uloga svih nas jest da razmišljamo, smišljamo, zagovaramo i primjenjujemo načine kako poboljšavati i poticati socijalne odnose i socijalnu podršku u populaciji osoba s invaliditetom. Individualni, ali i nacionalni, planovi oporavka i otpornosti trebaju sadržavati brigu o mentalnom zdravlju, jačanju postojećih kapaciteta pojedinaca, ali i pružatelja socijalnih usluga te svih ostalih dionika društva koji mogu pridonijeti dobrobiti nekoga pojedinca.

LITERATURA

- Andrews, F. M. i Withey, S. B. (1976). *Social indicators of well-being: Americans perception of life quality*. Plenum. <https://doi.org/10.1007/978-1-4684-2253-5>
- Antonucci, T. C. (1985). Personal characteristics, social support, and social behaviour. U R. H. Binstock i E. Shanas (Ur.), *Handbook of aging and the social sciences* (str. 94–128). Van Nostrand 54 Reinhold Company.
- APA.org. (2012). *The road to resilience*. <http://www.apa.org/helpcenter/road-resilience.aspx>.
- Baltes, P. B. i Baltes, M. M. (1990). Psychological perspectives on successful aging: The model of selective optimization with compensation. U P. B. Baltes i M. M. Baltes (Ur.), *Successful aging: Perspectives from the*

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4.
STR. 725-744

ŠARČEVIĆ IVIĆ-HOFMAN,
K. I SUR.: POVEZANOST...

- behavioral sciences* (str. 1–34). University Press. <https://doi.org/10.1017/CBO9780511665684.003>
- Bezyak, J. L., Sabella, S., Hamme, J., McDonald, K., Jones, R. A. i Barton, D. (2020). Community participation and public transportation barriers experienced by people with disabilities. *Disability and Rehabilitation*, 42(23), 3275–3283. <https://doi.org/10.1080/09638288.2019.1590469>
- Brunes, A., Hansen, M. B. i Heir, T. (2019). Loneliness among adults with visual impairment: Prevalence, associated factors, and relationship to life satisfaction. *Health and Quality of Life Outcomes*, 17(1), 1–7. <https://doi.org/10.1186/s12955-019-1096-y>
- Cacioppo, J. T., Reis, H. T. i Zautra, A. J. (2011). Social resilience. *American Psychologist*, 66(1), 43–51. <https://doi.org/10.1037/a0021419>
- Cohen, S. i Wills, T. A. (1985). Stress, social support, and the buffering hypothesis. *Psychological Bulletin*, 98(2), 310–358. <https://doi.org/10.1037/0033-2909.98.2.310>
- Cornwell, B., Laumann, E. O. i Schumm, P. L. (2008). The social connectedness of older adults: A national profile. *American Sociological Review*, 73(2), 185–203. <https://doi.org/10.1177/000312240807300201>
- Cornwell, E. Y. i Waite, L. J. (2009). Social disconnectedness, perceived isolation, and health among older adults. *Journal of Health and Social Behavior*, 50(1), 31–48. <https://doi.org/10.1177/002214650905000103>
- Diener, E. i Lucas, R. (1999). *11 personality and subjective well-being. Well-being: Foundations of hedonic psychology*. https://doi.org/10.1007/978-90-481-2350-6_2
- Diener, E. i Ryan, K. (2009). Subjective well-being: A general overview. *South African Journal of Psychology*, 39(4), 391–406. <https://doi.org/10.1177/008124630903900402>
- Furlan, I., Kljaić, S., Kolesarić, V., Krizmanić, M., Petz, B., Szabo, S. i Šverko, B. (2005). *Psihologiski rječnik*. Naklada Slap.
- Gorenko, J. A., Moran, C., Flynn, M., Dobson, K. i Konnerts, C. (2020). Social isolation and psychological distress among older adults related to COVID-19: A narrative review of remotely-delivered interventions and recommendations. *Journal of Gerontology*, 40(1), 3–13. <https://doi.org/10.1177/0733464820958550>
- Gudlavalletti, M. V. S., John, N., Allagh, K., Sagar, J., Kamalakannan, S. i Ramachandra, S. S. (2014). Access to health care and employment status of people with disabilities in South India, the SIDE (South India Disability Evidence) study. *BMC Public Health*, 14(1) 1–8. <https://doi.org/10.1186/1471-2458-14-1125>
- Hersh, M. (2013). Deafblind people, communication, independence, and isolation. *Journal of Deaf Studies and Deaf Education*, 18(4), 446–463. <https://doi.org/10.1093/deafed/ent022>
- Hrvatski zavod za javno zdravstvo (2021, 20. rujna). *Izvješće o osobama s invaliditetom u Republici Hrvatskoj*. <https://www.hzjz.hr/periodicne-publikacije/izvjesce-o-osobama-s-invaliditetom-u-republici-hrvatskoj-stanje-05-2019/>
- Ivanov, L. (2010). Skala socijalne podrške. U I. Tucak Junaković, V. Ćubela Adorić, Z. Penezić i A. Proroković (Ur.), *Zbirka psihologiskih skala i upitnika, svezak 5* (str. 61–71). Sveučilište u Zadru.

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 725-744

ŠARČEVIĆ IVIĆ-HOFMAN,
K. I SUR.: POVEZANOST...

- Jónasdóttir, S. K. i Polgar, J. M. (2018). Services, systems, and policies affecting mobility device users' community mobility: A scoping review: Services, systèmes et politiques influençant la mobilité dans la communauté des utilisateurs d'aides à la mobilité: examen de la portée. *Canadian Journal of Occupational Therapy*, 85(2), 106–116. <https://doi.org/10.1177/0008417417733273>
- Kimshi, S., Marciano, H., Eshel, Y. i Adini, B. (2020). Resilience and demographic characteristics predicting distress during the COVID-19 crisis. *Social Science & Medicine*, 265, 113389. <https://doi.org/10.1016/j.socscimed.2020.113389>
- Kline, R. B. (2015). *Principles and practice of structural equation modeling*. Guilford publications.
- Kregar, K. (2004). Socijalna podrška djece smještene u dječjim domovima i udomiteljskim obiteljima u Republici Hrvatskoj. *Ljetopis socijalnog rada*, 11(2), 229–248. <https://hrcak.srce.hr/clanak/5679>
- Leutar, Z. i Buljevac, M. (2020). Osobe s invaliditetom u društvu. Biblioteka socijalnog rada.
- Leutar, I., Penava, T. i Marković, N. (2014). Uključenost osoba s invaliditetom u zajednicu. *Socijalne teme*, 1(1), 89–114. <https://hrcak.srce.hr/177568>
- Lučev, I. i Tadinac, M. (2010). Provjera dvaju modela subjektivne dobrobiti te povezanosti zadovoljstva životom, demografskih varijabli i osobina ličnosti. *Migracijske i etničke teme*, 26(3), 263–296. https://hrcak.srce.hr/index.php?show=clanak&id_clanak_jezik=98450
- Macdonald, G. (1998). Development of a social support scale: An evaluation of psychometric properties. *Research on Social Work Practice*, 8(5), 564–574. <https://doi.org/10.1177/104973159800800505>
- Mandič, S. i Hlebec, V. (2005). Socialno omrežje kot okvir upravljanja s kakovostjo življenja in sprmemebe v Sloveniji med letoma 1987 in 2002. *Družboslovne razprave*, 21(49/50), 263–285. <http://dk.fdv.uni-lj.si/dr/dr49-50MandicHlebec.PDF>
- Marinić, M. i Brkljačić, T. (2008). Love over gold. The correlation of happiness level with some life satisfaction factors between persons with and without physical disability. *Journal of Developmental and Physical Disabilities*, 20(6), 527–540. <https://doi.org/10.1007/s10882-008-9115-7>
- Martinis, T. (2005). *Percepcija kvalitete života u funkciji dobi*. [Neobjavljeni diplomski rad]. Odsjek za psihologiju Filozofskog fakulteta u Zagrebu. <https://bib.irb.hr/datoteka/261924.TinaMartinis.pdf>
- Masten, A. S. (2018). Resilience theory and research on children and families: Past, present, and promise. *Journal of Family Theory & Review*, 10(1), 12–31. <https://doi.org/10.1111/jftr.12255>
- McAdams, D. P. i de St. Aubin, E. D. (1992). A theory of generativity and its assessment through self-report, behavioral acts and narrative themes in autobiography. *Journal of Personality and Social Psychology*, 62(6), 1003–1015. <https://doi.org/10.1037/0022-3514.62.6.1003>
- Mellor, D., Hayashi, Y., Firth, L., Stokes, M., Chambers, S. i Cummins, R. (2008). Volunteering and well-being: Do self-esteem, optimism and perceived control mediate the relationship? *Journal of Social Service Research*, 34(4), 61–70. <https://doi.org/10.1080/01488370802162483>

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 725-744

ŠARČEVIĆ IVIĆ-HOFMAN,
K. I SUR.: POVEZANOST...

- Nicolaisen, M., Strand, B. H. i Thorsen, K. (2020). Aging with a physical disability, duration of disability, and life satisfaction: A 5-year longitudinal study among people aged 40 to 79 years. *The International Journal of Aging and Human Development*, 91(3), 253–273. <https://doi.org/10.1177/0091415019857061>
- Pastuović, N., Kolesarić, V. i Krizmanić, M. (1995). Psychological variables as predictors of quality of life. *Review of Psychology*, 2(1-2), 49–61. <https://hrcak.srce.hr/7588>
- Penezić, Z. (1996). *Zadovoljstvo životom – provjera konstrukta*. [Diplomski rad]. Filozofski fakultet u Zadru.
- Penezić, Z. (2002). Skala optimizma-pesimizma (O-P skala), U K. Lacković-Grgin, A. Proroković, V. Ćubela i Z. Penezić (Ur.), *Zbirka psihologičkih skala i upitnika* (str. 15–17). Filozofski fakultet u Zadru.
- Penezić, Z. (2006). Zadovoljstvo životom u adolescentnoj i odrasloj dobi. *Društvena istraživanja*, 15(4-5), 643–669. https://hrcak.srce.hr/index.php?show=clanak&id_clanak_jezik=16697
- Petz, B. (2004). *Osnovne statističke metode za nematematičare*. Naklada Slap.
- Post, M. W. (2014). Definitions of quality of life: What has happened and how to move on. *Spinal Cord Injury Rehabilitation*, 20(3), 167–180. <https://doi.org/10.1310/sci2003-167>
- Pravilnik o profesionalnoj rehabilitaciji i centrima za profesionalnu rehabilitaciju osoba s invaliditetom. *Narodne novine*, 44/2014. https://narodne-novine.nn.hr/clanci/sluzbeni/2014_04_44_823.html
- Raboteg-Šarić, Z., Sakoman, S. i Brajša-Žganec, A. (2002). Stilovi roditeljskog odgoja, slobodno vrijeme i rizično ponašanje mladih. *Društvena istraživanja*, 58(2-3), 239–263. [https://doi.org/10.1016/S0022-1996\(01\)00168-4](https://doi.org/10.1016/S0022-1996(01)00168-4)
- Sarafino, E. (2002). *Health Psychology*. Wiley.
- Slišković, A. i Burić, I. (2018). Kratka skala otpornosti. U A. Slišković, I. Burić, V. Ćubela Adorić, M. Nikolić i I. Tucak Junaković (Ur.), *Zbirka psihologičkih skala i upitnika, svezak 9* (str. 7–12). Sveučilište u Zadru.
- Smith, B. W., Dalen, J., Wiggins, K., Tooley, E., Christopher, P. i Bernard, J. (2008). The brief resilience scale: Assessing the ability to bounce back. *International Journal of Behavioral Medicine*, 15(3), 194–200. <https://doi.org/10.1080/10705500802222972>
- Tomasino, K. N., Lattie, E. G., Ho, J., Palac, H. L., Kaiser, S. M. i Mohr, D. C. (2017). Harnessing peer support in an online intervention for older adults with depression. *The American Journal of Geriatric Psychiatry*, 25(10), 1109–1119. <https://doi.org/10.1016/j.jagp.2017.04.015>
- Tucak Junaković, I. (2010). Skala nade u budućnost. U I. Tucak Junaković, V. Ćubela Adorić, Z. Penezić i A. Proroković (Ur.), *Zbirka psihologičkih skala i upitnika, svezak 5* (str. 39–45). Sveučilište u Zadru.
- Tucak Junaković, I. i Ahmeti, I. (2012). Motivacija za roditeljstvo i briga za mlađe naraštaje u mlađih i sredovječnih roditelja. *Društvena istraživanja*, 21(2), 363–382. <https://doi.org/10.5559/di.21.2.04>
- Ujedinjeni narodi (2006). *Konvencija o pravima osoba s invaliditetom*. https://www.un.org/ru/documents/conv_on_rights_of_disabled_peop.html

DRUŠ. ISTRAŽ. ZAGREB
GOD. 31 (2022), BR. 4,
STR. 725-744

ŠARČEVIĆ IVIĆ-HOFMAN,
K. I SUR.: POVEZANOST...

Van De Water, D. A. i McAdams, D. P. (1989). Generativity and Erikson's "belief in the species". *Journal of Research in Personality*, 23(4), 435–449. [https://doi.org/10.1016/0092-6566\(89\)90013-5](https://doi.org/10.1016/0092-6566(89)90013-5)

World Health Organization (2021). *Disability*. https://www.who.int/health-topics/disability#tab=tab_1

Zakon o hrvatskom registru osoba s invaliditetom. *Narodne novine*, 64/2001. <https://www.zakon.hr/z/1293/Zakon-o-Hrvatskom-registrusu-osobama-s-invaliditetom>

Zovko, G. (1999). Invalidi i društvo. *Revija za socijalnu politiku*, 6(2), 105–117. <https://doi.org/10.3935/rsp.v6i2.296>

The Connection between Social Support and Resilience of People with Disabilities with Life Satisfaction and Hope for the Future

Katarina ŠARČEVIĆ IVIĆ-HOFMAN

University of Slavonski Brod, EDUDpt, Slavonski Brod, Croatia

Bernarda VESELIČIĆ

Zlatni cekin – Polyclinic, Slavonski Brod, Croatia

Ivana SMOLČIĆ JERKOVIĆ

Association of persons with disabilities Slavonski Brod "Loco-Moto", Slavonski Brod, Croatia

The presented research explored the relationship of social support, the resilience of people with disabilities and the satisfaction with life and hope for the future. The aim of the research was to explore the possibility of predicting the quality of life and hope for the future among people with disabilities on the grounds of sociodemographic data as well as measurements of resilience and social support on 230 participants. The research was conducted via online survey form, consisting of a questionnaire exploring demographic characteristics, Brief scale of resilience, Scale of satisfaction with life, Scale of hope for the future and Scale of social support. The findings of this research imply several possible defence factors for satisfaction with life and hope for the future of people with disabilities and the role of all of us is to encourage and improve social support for people with disabilities.

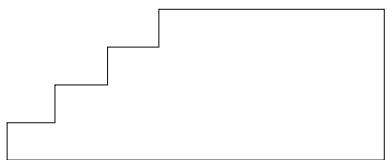
Keywords: people with disabilities, social support, resilience, life satisfaction, hope for the future



Međunarodna licenca / International License:
Imenovanje-Nekomercijalno / Attribution-NonCommercial



PRIKAZI



<https://doi.org/10.5559/di.31.4.09>

Ronald Colman **WHAT REALLY COUNTS** **The Case for a Sustainable and Equitable Economy**

Columbia University Press, 2021, 372 pgs

Ronald Colman is a well-known international economist, who promotes replacing the Gross Domestic Product (GDP) with another measure to take account of the quality of life and environmental status. He promotes the idea of "Genuine Progress Indicator" and the example of Canada: Canadian Environmental Sustainability Indicators. "What Really Counts" is his new book, in which he described the sources and determinants of his concept.

The book, in fact, describes the life adventures of working on a new economic system: "hope, disappointment, and tough lessons" (p. 211). In general, it is a record of lifelong defeat, when his unfunded proposals got mired in the labyrinths of bureaucracy, politics and the global financial system, but he was successful in working with local communities. His concept, research, and results crashed with vested economic interests and the resistance of bureaucracies. It is an awareness of the failure and irreversibility of global trends, and praise of economic and ecological autocracy. As he said: "this book is a chronicle of my journey trying to introduce new measures of progress (...) as we moved towards actual adoption and implementation, whether in Nova Scotia, New Zealand,

or Bhutan, the almost invisible resistance pushed back, grew stronger, and thwarted real action" (p. 273). In all of these countries, for various reasons, he failed and could not replace the GDP.

In the "note to readers", he analysed in short the effects of the pandemic COVID-19 on economy and nature ("Forcibly shutting down power plants, industry, and transportation... has already produced demonstrable savings in pollution costs", p. VIII). He recalled the impacts of climate change and quoted Nicholas Stern's accurate statement: "Climate change is the greatest and widest-ranging market failure ever seen" (p. VIII). Colman sees in the pandemic crisis the hope for changing the free market paradigm: people should use less resources, produce less, buy less, travel less.

In the prologue he described his life experiences including his dismissal from work in the editorial staff for publishing an anti-capitalist leaflet, observation of corruption in Hong Kong and Margaret Mead's lectures. In India he asked: Why don't economists talk about "the gap between the rich and the poor?" All the while he was confirming his belief that the capitalist economic system is not so static and self-perpetuating. The point is that the classic economic models ignore "nature's role in powering human systems and downplay the suffering and tensions of extreme poverty, inequality, and lopsided power dynamics" (p. 3). Therefore, he began a critical analysis of the GDP, because the market is not a "closed box in which households provide labour to firms in exchange for income that households use to buy what firms produce and sell" (p. 5). He looked for measures which would answer the questions: Are our communities safer? Are we healthier and better educated? Are we financially more secure? Is our natural world cleaner? Are we leaving the conditions of life on the planet in better shape for our children and for other species? (pp. 5-6). Finally, he asked: "Why do policy makers ignore the facts and figures being churned out by their own statistics agencies?" (pp. 6-7).

He cited other indicators that prove the defectiveness of the GDP: temperature rise, sea and ocean level rise, loss of tropical forests, economic inequality, number of people displaced by armed conflicts etc. He recalled Romanian economist Nicholas Georgescu-Roegenand's trend of ecological economy. He referred to concepts such as: ecological footprint and ecological deficit or other methods: Index of Sustainable Economic Welfare, Genuine Progress Indicator. He emphasised that we need to take into consideration health, economic, and social benefits and costs of economic activity and accounts that assess the economic value of the natural, human, and social assets of a society. Of course, in that way, some countries will look worse off despite their ever-growing GDP numbers. However, climate change produces heavy economic losses due to droughts, storms, fires, heat waves, flooding (p. 34).

Colman looked for new measures which are variable in time and denominated in US dollars. They should show health, pollution, and climate change costs, and show savings, when any of the indicators improve. An example is crime rate: it creates costs in judiciary, losses of property, treatment for victims of violence etc. Similar is the work of volunteers indicator, which shows the value of social capital and quality of life.

The first research area he focused on was Nova Scotia in Canada (chapter "A Nova Scotia Start"). In his view, investments in disease prevention and health promotion, education, mass transit, sustainable waste management, and renewable energy – which typically appeared as costs in conventional government balance sheets – actually produce significant economic benefits. On the contrary, we could show that activities and trends that are detrimental to society and the natural world and that imperil our children's future entail real economic liabilities.

In the chapter "The New Measures in Action" the author described the work

In the first chapter, "The Magic Number", as the main mistake in our economic system he recognises the "belief in continuous economic growth" (p. 9). The word "belief" specifies very well the essence of the economists' world view. He also showed the lack of logic in using the GDP, because it does not allow the assessment of "overall well-being and societal progress" (p. 12). In this way, the words "economic growth" work like a spell cast by economists and politicians.

GDP provides highly misleading and often entirely inaccurate information and encourages "the adoption of policies that hurt rather than help us and (...) make us worse than better off" (p. 15). Even activities destructive to society and the environment, if they involve consumption, increase the GDP, just like sharp gains of a small group of the richest people, but social work and domestic work do not. GDP is a symbol of the "disconnection between economics and life" (p. 16). In addition, GDP does not take into account "net income". It is therefore simply the way to bankruptcy, and it is visible, when we see the national debt. It does not take into account innovations and intangible goods. Moreover, in his opinion, the continuation of the GDP as a measure for everything "imperils our children's future" (p. 20).

In the next chapter, "Counting What Matters", he wrote that "policy makers regularly tout the importance of environmental stewardship, health, community well-being" but assign them no value in measuring progress and consequently pay them minimal attention in making policy (p. 22). So "GDP cannot effectively evaluate progress towards well-being, sustainability, equality, security, and other critical values" (pp.

on a new sustainability measure. His research team chose twenty social, economic, and environmental components based on the society of Nova Scotia. These components "included, in addition to the value of paid work, the value of unpaid household and voluntary work and of leisure time, measures of income distribution (not just total or average income), and the costs of sickness, pollution, and resource degradation" (p. 56). Also, they were politically neutral.

They estimated the value of volunteer work for the society in Nova Scotia, measured carbon storage in the province's forests, and Nova Scotia's sustainable waste management system. Later, they analysed the unpaid work in homes: household work and child care. Finally, it was time for the real cost of crime. They estimated i.a. shoplifting and insurance fraud and in case of murders: productivity losses by age. The results were devastating.

In chapter 5, "Scaling Up", Colman calculated the value of organic farming. The cost of organic products seems high, but industrially produced food with the costs of obesity, diseases, environmental pollution, land enclosure, rural unemployment, bankruptcy of cooperatives, loss of economic potential in local rural markets (family farms buy products from local suppliers) is costlier. He referred to financial performance: "The reliance on gross income and growth statistics inevitably underplayed the rising debt levels" (p. 84). His calculations were confirmed in the time of financial crisis.

Then he wrote in chapter 6, "Challenges Behind the Scene", that, contrary to the theses promoted by the advocates of GDP, nonmarket assets have economic

value: "People regularly pay to see natural beauty in higher rent for an apartment overlooking a park or natural waterway" (p. 102). He became interested in the calculation of natural resources too, for example: forest value. The greatest value is attributed to the old forest, but the analysis of forest areas in Nova Scotia proves a decrease in the age of trees. The conclusion is clear: renewable resources such as forests, fish stocks, and wildlife customarily replenish themselves when used sustainably or left untouched (p. 110).

In chapter 7, "Genuine Progress Meets Politics", Colman described his efforts for "new measures to be adopted and used by governments" (p. 113). He corresponded with the OECD, EU, World Bank, United Nations, famous economists. In Canada he tried to adopt new measures in the health-care system, solid waste management and transport costs. He met defeat not only in Canada, but in New Zealand too. In chapter 8, "A New Zealand Interlude", he described the attempts to implement new measures especially in Wellington and for Māori people's institutions. Colman therefore praised the holistic, ecocentric perspective of indigenous groups.

The next chapters include a description of his activity in Bhutan. Bhutan is the only country in the world which promotes Gross National Happiness. The government of Bhutan invited Colman to research and reform the public administration in this country. Chapters 9, "Invitation to Bhutan", 10, "(Mis)Measuring Gross National Happiness", 11, "Education – the Golden Key", and 12, "The Gap Between Words and Action", are concerned with the definition of the GNH, the fight against testing in education, the attempt to convert agriculture to organic farming and the opening of the GNH Centre in Thimphu. The characteristics of GNH are simple: true happiness is not directly measurable, but we can measure conditions empirically associated and correlated with well-being. GNH expresses concern for the future: "high-income, jet-setting, SUV-driving... may

report ample life satisfaction today, though it may well be at the expense of catastrophic global warming consequences for their children" (p. 174-175).

Colman criticised the educational system which is based on standardised educational tests. He realised that education is an essential element of sustainable development. This is the "key to building a sustainable and equitable new economy" (p. 194). By the way, he described the errors and funds wasted by UNICEF. Even a famous presentation of the new model from Bhutan at the UN in 2012 (chapter 13, "A 'New Economic Paradigm' for the World", ended in defeat. Bhutan is economically dependent on foreign aid and politically on India. Resistance of the World Bank and India, the Asian Development Bank, and the conflict between civil servants and experts brought about the collapse of the project.

The summary is included in the last two chapters, 14, "Can Genuine Progress Really Happen?", and 15, "Forging a New Economy". He cited Greta Thunberg and David Attenborough and said that politicians need concrete, verified measures, but when they receive them, they are still guided by the political calculations detrimental to society and nature. Finally, he asked: "Is capitalism compatible with sustainability?" In his opinion, the choice is not between capitalism and communism, but we need a new "economic system based on the necessity to live within the boundaries of what nature provides and to ensure that resources are efficiently used and fairly distributed" (p. 275).

He wrote about it earlier: "Resistance to the GPI (...) sprang not just from powerful economic forces but from the very nature and inner structure of a capitalist system that is reliant on growth for its sur-

vival" (p. 130). The modification of the GDP has no sense, because "GDP per se is not an indicator but an accounting system" (p. 131). The new economy should be based on sustainability, equity, and efficient use of resources. The book by Ronald Colman is indeed long, sometimes long-winded, and includes a lot of repeats, but it is interesting and written in colourful language.

Karol Dąbrowski

<https://doi.org/10.5559/di.31.4.10>

**Marin Sopta, Vlatka Lemić i Marija Benić Penava (Ur.)
POVIJEŠT HRVATSKE POLITIČKE EMIGRACIJE U 20. STOLJEĆU**

Centar za istraživanje hrvatskog iseljeništva, Zagreb, 2020., 332 str.

Zbornik radova *Povijest hrvatske političke emigracije u 20. stoljeću*, koji predstavljamo javnosti, proizšao je iz istoimenoga međunarodnog skupa koji je održan 21. i 22. veljače 2019. godine u Hrvatskoj matici iseljenika u Zagrebu. Skup je održan u organizaciji Centra za istraživanje hrvatskog iseljeništva, dok je Hrvatska matica iseljenika bila suorganizator. Cilj skupa bio je, prema riječima njegova organizatora, Marina Sopte, demistificiranje uloge hrvatske političke emigracije u dugoj borbi za hrvatsku neovisnost i upoznavanje javnosti s akterima i događajima tijekom "kratkoga" 20. stoljeća. Zbornik, u koji je uvršteno 29 radova, ima 332 stranice, uredili su dr. sc. Marin Sopta, doc. dr. sc. Vlatka Lemić i izv. prof. dr. sc. Marija Benić Penava. Zbornik sadrži i prolog te pozdravne riječi Marina Sopte, Mije Marića, Tomislava Markića i Vlatke Vukelić.

Prvi rad, pod naslovom "Proces čišćenja memorije: emigrantska *Hrvatska revija i historiografija*", napisao je Jure Krišto.

U njemu se autor bavi životom i dosezima časopisa *Hrvatska revija* od 1951. do 1991. godine, zastupajući tezu da je časopis dao velik doprinos u kritici dvaju totalitarizama u 20. stoljeću s kojima se susreo hrvatski narod te da je bio otvoren za sve, bez obzira na ideološko-politički svjetonazor, postavši i popriše sučeljavanja mišljenja, povijesnih iskustava i političkih ocjena, dok je kao nedostatak isticao činjenicu da je objavljivao radove isključivo na hrvatskome jeziku, čime se nisu mogli nametnuti znanstvenim krugovima u inozemstvu kao izvor za alternativnim tumačenjem ratnih i političkih događaja u Hrvatskoj i Jugoslaviji. Autor posebnu pozornost posvećuje kritici ustaštva u *Hrvatskoj reviji*, koja je dolazila iz pera Jure Petričevića, Eugena Dide Kvaternika, Dragutina Kambera, Franje Nevistića, kao i kritici komunističke diktature u Hrvatskoj i Jugoslaviji. Tomislav Sunić autor je rada "Hrvatska kultur-politička emigracija; začetak i prva žrtva Domovinskog rata". U njemu autor predstavlja svoje eseje o raznim teorijama postmoderne, objavljene sredinom 1980-ih u *Hrvatskoj reviji* zastupajući tezu da je stvaranje kulturne hegemonije osnovni korak u preuzimanju političke hegemonije, tj. u stvaranju novoga političkog poretka, držeći da je navedeni časopis imao važnu ulogu u legitimiranju nastanka hrvatske države 1991. godine, dok današnju državu smatra neurotskom zemljom bez identiteta koja službeno vrluda čas do jugoslavenstva čas do ustaštva. Zatim slijedi rad "Hrvatska politička emigracija: nastanak, podjele, kontroverze" autora Danijela Jurkovića. U radu autor navodi da je nakon Drugoga svjetskog rata hrvatska politička emigracija bila podijeljena na dvije skupine: HSS-ovsku Vladku Mačeka i ustašku Ante Pavelića, koje su unatoč svim razlikama

imale i nešto zajedničko, a to je neprijateljstvo prema novom državnom (prosvjetskom) uređenju jugoslavenske države, doživljavajući komunistički Sovjetski Savez kao glavnoga političkog protivnika, opisujući pri tome usporednu povijest njihova napuštanja, odnosno bijega, iz države i stupanja u kontakt s Amerikancima. Marina Perić Kaselj napisala je rad pod naslovom "Kako smo postali Jugoslaveni: o etničkim/nacionalnim identitetima Hrvata u Čileu i Argentini za vrijeme Prvoga svjetskog rata". Autorica posebnu pozornost posvećuje Jugoslavenskoj narodnoj obrani, što je bio organizirani iseljenički politički pokret koji je propagirao južnoslavensku koncepciju, a prestao je s radom u ožujku 1919. godine, te upozorava na razloge zašto je pokret brže napredovao u Čileu, a slabije i bez snažnijeg odjeka u Argentini. Mario Jareb autor je rada "Hrvatsko domobranstvo u objema Amerikama kao sastavni dio Ustaško-domobranskog pokreta od 1931. do Drugoga svjetskog rata". U njemu je autor analizirao političku organizaciju Hrvatski domobran u Argentini te Sjedinjenim Američkim Državama kojoj je glavni cilj bio rušenje jugoslavenske države i uspostava neovisne hrvatske države, čime je pridonio radu cijelokupnoga Ustaško-domobranskog pokreta svojom promidžbeno-obavijesnom-financijskom djelatnošću. Marin Sopta napisao je rad "Hrvatska seljačka stranka i Hrvatski oslobodilački pokret od 1945. do 1990.". U njemu autor na temelju osobnih razgovora i susreta s Jurjem Krnjevićem i Srećkom Pšeničnikom prikazuje djelovanje, ideologiju i sukobe između Hrvatske seljačke stranke i Hrvatskoga oslobodilačkog pokreta, koje su dugo bile najutjecajnije emigrantske političke stranke među hrvatskim iseljenicima. Tomislav Đurasović autor je rada "Hrvatsko proljeće i Hrvatska politička emigracija: međusobni odnosi i utjecaji, ujedinjenje i zajednička borba za Hrvatsku". Riječ je o radu memoarskoga karaktera u kojem autor opisuje zbijanja za trajanja Hrvatskoga proljeća, u kojem je sudjelovao kao student, te nakon

sjeće hrvatskoga vodstva u Karađorđevu svoj odlazak u SR Njemačku i djelovanje u hrvatskim emigrantskim organizacijama (Hrvatski narodni odbor, Hrvatsko narodno vijeće). Wolfy Krašić autor je rada "Akcije Hrvatskog narodnog vijeća u vrijeme bolesti i smrti Josipa Broza Tita". U njemu se autor bavi vođenjem diplomatsko-lobitičko-promidžbene kampanje Hrvatskoga narodnog vijeća uoči i nakon smrti jugoslavenskoga predsjednika Tita, što je za njih bio događaj koji se s nestrpljenjem čekao, jer su priželjkivali urušenje komunizma i jugoslavenske države. Kampanja je dala ograničene rezultate i kao takva bila je, kako navodi autor, neugodna za beogradski režim. Nikola Štedul napisao je rad "Razlozi za osnivanje Hrvatskoga državotvornog pokreta 1981. godine". U njemu autor navodi temeljna programatska polazišta Hrvatskoga državotvornog pokreta sastavljenih od sedam točaka, za koja je bio zaslužan Bruno Bušić: nacionalno pomirenje, općehrvatsko jedinstvo, djelatna veza domovine i izbjeglištva, razvoj vlastitih snaga i oslon na njih, nadideologijska nacionalna borba, neutralnost u odnosu na Istok i Zapad, upotreba svih primjerenih sredstava borbe. Zatim slijedi rad "Krunoslav Draganović – 'trn u oku' jugoslavenskom komunističkom režimu" autora Mire Akmadže. Autor u radu analizira i objašnjava zabrinutost jugoslavenskih komunističkih vlasti zbog djelovanja svećenika Krunoslava Draganovića u iseljeništvu, osobito u Zavodu sv. Jeronima u Rimu. Upozorava i na posljedice toga djelovanja na crkveno-državne odnose u Jugoslaviji, kao i na odnose između Jugoslavije i Svetе Stolice. U konačnici, autor posebno objašnjava razloge koji su doveli do odustajanja jugoslavenskih vlasti od suđenja Draga-

noviću nakon njegova zagonetnog povratka u Jugoslaviju u rujnu 1967. godine, preciznije u Sarajevo, gdje je živio, radio i preminuo 1983. godine. Ivan Miletić napisao je rad "Dr George Jure Prpić (1920.–2009.): Povjesničar hrvatskog iseljeništva u Americi". Riječ je o biografskom radu posvećenom profesoru emeritusu Juri Prpiću, koji se bavio istraživanjem hrvatskoga iseljeništva u Sjedinjenim Američkim Državama, boreći se za zajedništvo iseljenih Hrvata i onih u domovini. Rad sadrži i izbor iz njegove bibliografije. Tanja Trošelj Miočević autorica je rada "Bogdan Radica – diplomat, publicist i novinar". U radu autorica, nadahnuta knjigom *Hrvatska 1945. Bogdana Radice*, opisuje njegovu političko-ideološku transformaciju od jugoslavenstva do pobornika hrvatske neovisnosti, ostajući pri tome antifašist i kritičar ustaštva Ante Pavelića. Marko Zadravec napisao je rad "Dušobrižničko djelovanje Vilima Cecelje (1909.–1989.): Političke okolnosti Drugog svjetskog rata i porača". Riječ je zapravo o autorovu kratkom prilogu o biografskim kriticama svećenika Vilima Cecelje, u kojem donosi i prijepis njegove oporuke u kojoj navodi da se nikada nije petljao u stranačku politiku, nego da je od sebe dao sve što je mogao za Boga i Hrvatsku, pozivajući političke vođe na sjedinjenje s narodom u pobožnosti i iskrenom kršćanskom životu. Jure Vujić autor je rada "Revolucionarna strategija hrvatske političke emigracije u kontekstu hladnog rata: nedoumice, dileme oko legitimite nasilne borbe i pojmovno razbistravanje 'terorističke' paradigm". Autor u radu obrađuje pojam terorizma kroz povijest i njegovu tipologiju. Pri tome navodi da je, kada je riječ o pokušaju tipološke i politološke kategorizacije pokreta i organizacija hrvatske političke emigracije koje su zagovarale primjenu legitimne prisile i revolucionarnu metodu i strategiju za oslobođanje i osamostaljenje Hrvatske, poput primjerice akcije Feniks 72. od strane Hrvatskoga revolucionarnoga bratstva, nužno smjestiti tu revolucionarnu strategiju unutar tadašnjega vremensko-prostornog konteksta bipolarnoga poret-

ka Hladnoga rata, zastupajući tezu da se navedena akcija ne tumači kao *sui generis* već kao nastavak stoljetne hrvatske revolucionarno državotvorne tradicije, počevši od Matije Ivanića. Marin Knezović autor je rada "Nasilje kao sredstvo političke borbe hrvatskih iseljenika početkom 20. stoljeća očima Stjepana Radića i Stjepana Dojčinovića". U njemu se autor bavi polemikom između Stjepana Radića i Stjepana Dojčinovića, vezano uz atentat na kraljevskoga komesara Ivana Skerleca 1913. godine. Prikazuje sadržaj dviju brošura (Radićeve te Dojčinovićeve) koje tematiziraju revolucionarnu i nasilnu borbu Hrvata za ostvarenje političkih ciljeva. Autor pokazuje Radićeve argumente u kritici revolucija, nepodržavanju političkoga terora i osudama atentata, kao i Dojčinovićeve stavove u kojima kritizira hrvatske političare, osobito Radića, držeći pri tome da jedino hrvatski iseljenici mogu učiniti promjene u Hrvatskoj. Bože Vukušić autor je rada "Hrvatsko revolucionarno bratstvo (HRB)". U njemu autor opisuje nastanak, najvažnije programatske odrednice, djelovanje s posebnim naglaskom na akciju Feniks 72., reorganizaciju te samoraspuštanje navedene hrvatske emigrantske političke organizacije, do koje je došlo 25. studenoga 1996. godine. Andelko Mijatović napisao je rad pod naslovom "Bruno Bušić, simbol hrvatskoga otpora i žrtve", u kojem donosi kratku kronologiju Bušićeva djelovanja. Zatim slijede dva rada o hrvatskim emigrantskim političkim strankama. Prvi je rad "Vladko Maček ili Juraj Krnjević? Percepcija dvojice čelnika HSS-a u političkoj emigraciji od 1945. do 1965. godine", kojem je autor Ivan Tepeš. U radu autor opisuje međusobne razlike u rješavanju hrvatskoga pitanja između predsjednika HSS-a Mačeka i glavnoga tajnika HSS-a Krnjevića, ističući da je Maček bio

skloniji politici sporazumijevanja sa Srbinima i Slovincima te rješavanju hrvatskoga pitanja u sklopu Jugoslavije, dok je Krnjević bio skloniji rješavanju hrvatskoga pitanja izvan sklopa Jugoslavije i nije bio sklon sporazumima sa Srbima, zbog čega su ga kritizirale srpska politička emigracija i Mačekovi pristaše. Međutim, te razlike nisu nikada dovele do unutarstranačkog raskola u HSS-u. S druge strane, zajedničko im je bilo protivljenje komunističkom uređenju Hrvatske i Jugoslavije te Ustaškom pokretu i Nezavisnoj Državi Hrvatskoj. Marko Paradžik autor je rada "Hrvatska republikanska stranka od 1951. do 1991. godine". U njemu autor opisuje nastanak, program i političko djelovanje republikanaca, osobito dok su stranku vodili Ivan Oršanić, Ivo Korsky i Kazimir Katalinić, koji su se distancirali od totalitarnoga karaktera Nezavisne Države Hrvatske i zalagali se za politički pluralizam, stvaranje neovisne hrvatske države te rušenje komunističke Jugoslavije. Vlado Glavaš autor je rada "Hrvatski domobranski nogometni klub Hrvat iz Chicaga". U radu autor ukratko opisuje povijesni razvoj nastanka i djelovanja Hrvatskoga domobranskoga nogometnog kluba *Hrvat* iz Chicaga, koji je utemeljen 1963. godine. Zatim slijede biografski radovi o osobama iz hrvatske političke emigracije. Mislav Rubić napisao je rad "Političko i kulturno djelovanje dr. Ante Cilige u iseljeništvu od 1945. do 1991. godine". Riječ je zapravo o autorovu kratkom prilogu u kojem donosi biografske crtice o Ciligi. Opširniji rad "Političko i kulturno djelovanje prof. Marka Čovića u domovini i hrvatskom iseljeništvu" napisao je Krešimir Bušić. U tom radu autor opisuje djelovanje bačkoga Hrvata Čovića za vrijeme monarhističke Jugoslavije, Nezavisne Države Hrvatske, u kojoj će biti bliski suradnik Mile Budaka, te za vrijeme svojega odlaska iz domovine i boravka u emigraciji, gdje nije imao mnogo javnih nastupa među hrvatskom emigracijom. Vlatko Smiljanić autor je rada "Mara Matočec i iseljenički HSS", u kojem donosi biografiju Matočecove, njezinu političko djelovanje s posebnom pozornosću prema analizi i interpretaciji nje-

zinih tekstova i dopisnica koji se tematiziraju s hrvatskom političkom emigracijom, gdje je najviše surađivala s Jurjem Krnjevićem. Domagoj Novosel napisao je rad "Život i djelovanje emigranta Nikole Holjevca", u kojem prati heterogenost obitelji Holjevac u političko-ideološkim pogledima. Jedini koautorski rad naslovljen "Program emigrantskoga časopisa *Poruka slobodne Hrvatske*" napisali su Gojko Borić i Jakov Žižić. Časopis *Poruka slobodne Hrvatske* pokrenuli su 1978. godine Vladimir Pavlinić, Tihomil Rađa, Branko Salaj i Gojko Borić, jer Jakša Kušan nije htio osuvremenići *Novu Hrvatsku*. Autori u radu donose uvid u nekoliko objavljenih brojeva časopisa koji se među hrvatskom političkom emigracijom nije uspio nametnuti za finansiranje, zbog čega je 1984. godine prestao izlaziti. Zatim slijede pregledni radovi o političkim organizacijama. Maja Grdić autorica je rada "Jugoslavenski odbor", u kojem prati djelovanje organizacije koja je bila ključna za stvaranje zajedničke države južnih Slavena. Autorica prikazuje i razlike među članova Jugoslavenskoga odbora oko uređenja nove države nakon rušenja Austro-Ugarske Monarhije. Mateo Bunoza autor je rada "Hrvatski komitet 1919. – 1921.", u kojem prati nastanak, djelovanje i raspad ilegalne organizacije hrvatskih emigranata predvođenih Ivom Franjom, koji se nisu slagali s ulaskom Hrvatske u južnoslavensku državnu zajednicu. Ante Kožul napisao je rad "Hrvatsko iseljeništvo u Australiji 1970-ih", u kojem opisuje kako je glavna aktivnost tada bila ukazivanje na razliku između Hrvata od Jugoslavena i Hrvatske i Jugoslavije. Posljednji rad, "Na tragu dr. Luje Tončić-Sorinja", napisao je Stjepan Šulek. U njemu autor donosi biografiju i opisuje djelovanje Tončić-Sorinja, koji je bio austrijski mi-

nistar vanjskih poslova te glavni tajnik Viće Europe koji je predložio da se Schillerova *Oda radošti* iz Beethovenove 9. simfonije proglaši himnom Europske unije.

Zbornik je težio sagledati ulogu hrvatske političke emigracije u suvremenoj hrvatskoj povijesti te upozoriti na njegove bitne značajke i istaknute nositelje i promicatelje. Unatoč različitoj kvaliteti rada, možemo smatrati da je ispunio svoju zadaću. Ovaj zbornik treba pozdraviti i preporučiti svima koje zanima suvremena hrvatska politička povijest, a pogotovo istraživanje hrvatske političke emigracije.

Velimir Veselinović

UPUTE SURADNICIMA

1. Profil časopisa

Časopis *Društvena istraživanja* njeguje tematsku i disciplinarnu otvorenost i stoga se u njemu objavljaju radovi iz različitih društvenih i humanističkih disciplina: sociologije, psihologije, politologije, povijesti, prava, ekonomije, demografije, lingvistike i ostalih disciplina.

Časopis objavljuje teorijske, empirijske i pregledne radove, a s obzirom na široki krug čitatelja, prednost imaju radovi s temama koje su od šireg društvenog i međunarodnog interesa, posebice empirijska istraživanja, te komparativna međunarodna istraživanja koja nisu lokalno specifična i tematski usko specijalizirana.

Samo oni rukopisi koji su zadovoljavajuće znanstvene kvalitete i koji su u skladu s tematskim ciljevima i područjima *Društvenih istraživanja* upućuju se u postupak recenziranja.

2. Slanje rukopisa

Uredništvo prima isključivo neobjavljene rukopise na hrvatskom ili engleskom jeziku. Rukopisi se Uredništvu dostavljaju samo u elektroničkom obliku putem sustava za uređivanje časopisa (Open Journal System) na mrežnim stranicama časopisa: <http://www.pilar.hr/drustvena-istrazivanja>. Časopis autorima ne naplaćuje troškove zaprimanja, recenziranja ili objavljivanja radova.

Časopis podržava otvoreni pristup, što znači da je cijeli sadržaj slobodno dostupan bez naplaćivanja korisnicima ili njihovim institucijama.

Autori su odgovorni za originalnost i autorstvo svojeg rukopisa i trebaju se ponašati u skladu s etičkim načelima i pravilima znanstvenog poštenja za autore Europske udruge znanstvenih urednika (EASE) <http://www.ease.org.uk/wp-content/uploads/2015/12/EASE-Guidelines-2017-Croatian.pdf>.

3. Što objavljujemo?

Časopis *Društvena istraživanja* objavljuje:

- znanstvene članke (izvorne znanstvene radove i pregledne znanstvene radove) ukupne duljine do 7000 riječi bez sažetaka);
- prikaze knjiga i skupova do 2000 riječi.

Iznimno, časopis objavljuje stručne članke i prethodna priopćenja.

Časopis objavljuje povremeno tematske brojeve. Poziv za tematske brojeve kontinuirano je otvoren.

4. Recenzijski postupak

Svi rukopisi prolaze prvu uredničku provjeru u cilju procjene udovoljava li rukopis znanstvenim i uredničkim standardima časopisa, te uklapa li se u ciljeve i teme časopisa. Svi rukopisi koji prođu prvu uredničku kontrolu podlježe dvostrukoj slijepoj recenziji (eng. *double-blind review*).

Nakon zaprimljenih recenzija autori uz novu verziju rukopisa Uredništvu trebaju dostaviti i popratno pismo u kojem navode koje su prijedloge reczenzata uvažili i kako, a koje ne (uz obrazloženje i argumentaciju).

5. Provjera sličnosti i Creative Commons licencom

Svi zaprimljeni rukopisi podvrgavaju se rutinskom otkrivanju sličnosti s postojećom literaturom (plagiranje i samoplagiranje) pomoći iThenticate Similarity Check program: <https://www.crossref.org/services/similarity-check/>.

Radovi objavljeni u časopisu licencirani su pod CC-BY-NC Creative Commons licencom.

MOLIMO SURADNIKE DA POŠTUJU SLJEDEĆE UPUTE

Radovi

1. Opseg rada (uključujući bilješke, bibliografiju i mjesta za grafičke priloge) ne bi trebao prelaziti 7000 riječi.
2. Tekst treba biti oblikovan dvostrukim proredom, sve stranice trebaju biti numerirane.
3. Na prvoj stranici rada treba pisati ime i prezime autora, naziv i adresa ustanove u kojoj je autor/ica zaposlen, *e-mail* adresa i naslov rada ispisani velikim slovima (Uredništvo će ove podatke izbrisati prije slanja rukopisa na recenzije).
4. Časopis koristi APA stil (Publication Manual of the American Psychological Association, 7th edition – <http://www.apastyle.org/>) za oblikovanje referenci u tekstu i u popisu literature.
5. U popisu literature (bibliografiji), treba navesti pune podatke o svim radovima koji se spominju u tekstu, ujedno u popisu literature trebaju biti samo oni izvori koji se spominju i u tekstu. Radovi se navode abecednim redom prema prezimenima autora i kronološkim redom za rade istog autora. Ako se navodi više rada istog autora, koji imaju istu godinu izdanja, treba ih razlikovati slovima (a, b, c itd.) iza godine izdanja. U slučaju zajedničkog rada više autora, u popisu literature ne koristi se oblik "i suradnici", nego se navode svi autori.
Ako se radi o člancima ili bibliografskim jedinicama koje imaju DOI, u popisu literature na kraju treba navesti i DOI broj za svaku od tih referenci. DOI broj može se provjeriti preko CrossRef servisa na adresi <http://www.crossref.org/SimpleTextQuery/>. Za ostale mrežno dostupne rade potrebno je, nakon dostupnih osnovnih referenci (naslova, autora itd.), navesti mrežni izvor (<http://....>).
6. Radovima treba biti priložen sažetak na engleskom jeziku, a autori iz Hrvatske trebaju priložiti i sažetak na hrvatskom jeziku. Sažetak ne bi trebao prelaziti 180 riječi, te treba upućivati na vrhu rada, upotrijebljenu metodologiju, najvažnije rezultate i zaključak. Autori trebaju navesti do pet ključnih riječi.
7. Grafički prilozi (tablice, slike i sl.) trebaju biti crno-bijeli, numerirani po redoslijedu, imati naslov, te spremljeni u izvornom formatu. Njihovu veličinu i složenost valja prilagoditi formatu časopisa kako bi se jasno vidjeli svi elementi. Grafički prilozi dio su rukopisa i trebaju biti priloženi unutar teksta. Iznimno mogu biti na kaju rukopisa, a njihov položaj unutar rukopisa mora biti precizno naznačen.

Oblikovanje referenci u tekstu prema APA stilu

Izvore treba navoditi u tekstu, a ne u bilješkama. Referenca se stavlja u zgrade i sadrži prezime autora, godinu izdanja, te, ako je riječ o citatu, broj stranice; na primjer:

(Mumford, 1968) ili

Mumford (1968) ili

(Mumford, 1968, str. 99).

Ako rad ima dva autora, treba navesti oba, na primjer:

(Berger i Luckmann, 1992).

Ako rad ima tri ili više autora već kod prvog citiranja koristi se oblik "i suradnici", na primjer:

(Prelog i sur., 1979) ili

Prelog i sur. (1979).

Sve reference u tekstu navode se kao i prvi put, odnosno ne koriste se oblici poput "ibid.", "op. cit." i slično. Autorima se sugerira da bilješke rezerviraju isključivo za komentiranje ili dopunu rečenog u tekstu.

Izrada popisa literature prema APA stilu – primjeri

Knjiga – jedan autor:

Mumford, L. (1968). *Grad u historiji*. Naprijed.

Knjiga – više autora:

Portes, A. i DeWind, J. (2008). *Rethinking migration: New theoretical and empirical perspectives*. Berghahn Books.

Rad iz zbornika:

Štambuk, M. (2002). Selo u europskom iskustvu. U M. Štambuk, I. Rogić i A. Mišetić (Ur.), *Prostor iza* (str. 363–390). Institut društvenih znanosti Ivo Pilar.

Članak u časopisu s DOI brojem:

Raboteg-Šarić, Z. i Pećnik, N. (2010). Stavovi prema samohranom roditeljstvu. *Revija za socijalnu politiku*, 17(1), 5–25. <https://doi.org/10.3935/rsp.v17i1.889>

Članak u časopisu bez DOI broja:

Klempić Bogadi, S. i Podgorelec, S. (2011). Sociogeografske promjene u malim otočnim zajednicama – primjer otoka Zlarina. *Geoadria*, 16(2), 189–209. http://hrcak.srce.hr/index.php?show=clanak&id_clanak_jezik=119558

Neobjavljena doktorska disertacija:

Prezime, X. (Godina). *Naslov disertacije*. (Neobjavljena doktorska disertacija). Naziv institucije.

Objavljeno izlaganje sa skupa:

Šundalić, A. i Pavić, Ž. (2011). Obrazovanje i karijera: nastajanje novog identiteta Slavonije i Baranje. U A. Šundalić, K. Zmaić i T. Sudarić (Ur.), *Gospodarske i kulturne odrednice regionalnog identiteta*. Izlaganje sa skupa Globalizacija i regionalni identitet 2011, Osijek, 16.–17. rujna 2011. (str. 99–113). Osijek: Ekonomski i Poljoprivredni fakultet.

Zakoni:

Zakon o lokalnoj i područnoj samoupravi. *Narodne novine*, 33/2001, 129/2005.

Članak u novinama (autor nije potpisani):

Naslov članka. (Datum izdavanja). *Naziv novina*, str. xx.

Članak u novinama (autor je potpisani), elektronički izvor:

Šakić, T. (2010, 20. svibnja). Filmski život književnih djela. *Vijenac*, 423. Dostupno na http://www.matica.hr/Vijenac/vijenac423.nsf/AllWebDocs/Filmski_zivot_knjizevnih_djela

Ostali primjeri mogu se vidjeti na <http://www.apastyle.org/>. Detaljnije upute dostupne su na internetskoj stranici časopisa: <http://drustvena-istrazivanja.pilar.hr/index.php/drustvena-istrazivanja/index>

INSTRUCTIONS FOR CONTRIBUTORS

1. Scope of the journal

Društvena istraživanja publishes works from various social and humanistic disciplines: sociology, psychology, politics, history, law, economics, demography, linguistics and other disciplines. The journal publishes theoretical, empirical and review articles, and priority is given to articles that are of wider social and international interest, in particular empirical research and international comparative research that are not locally specific and thematically narrowly specialized.

Only manuscripts of sufficient quality that meet the aims and scope of *Društvena istraživanja* will be reviewed.

2. Submission of the manuscript

Editorial board receives only unpublished manuscripts in Croatian or English. Manuscripts should be submitted only in electronic form online via the Open Journal System: <http://www.pilar.hr/drustvena-istrazivanja/>.

There are no fees payable to submit or publish in this journal. The journal supports an open approach, which means that all of its contents are freely available without charging to users and their institutions.

Authors are responsible for the originality and authorship of their manuscripts and should behave in accordance with the ethical principles and rules of scientific honesty for the authors of the European Association of Scientific Editors (EASE): <http://www.ease.org.uk/wp-content/uploads/2015/12/EASE-Guidelines-2017-English.pdf>.

3. What do we publish?

Društvena istraživanja publishes:

- Scientific articles (original scientific articles and review articles (up to 7,000 words without abstract);
- Reviews of books and conferences (full-length up to 2,000 words).

Exceptionally, the journal publishes professional articles and short communications. The journal publishes periodically special thematic issues. Call for proposal for thematic issue is continually open.

4. Peer Review Policy

All manuscripts undergo initial editorial check in order to assess whether the manuscript comply with the scientific and editorial standards of the journal, and if it fits in the objectives and themes of the journal.

Those manuscripts that pass this initial scrutiny are sent to a double blind review. After receiving the reviewers' reports, the authors, in addition to the new version of the manuscript, submit to the Editorial board a cover letter stating which reviewers' proposals were accepted and in what way, and which were not (with explanation and argumentation).

5. Similarity check and creative commons license

All received manuscripts are subject to routine disclosure of similarity with existing literature (plagiarism and self-plagiarism) through iThenticate Similarity Check program: <https://www.crossref.org/services/similarity-check/>). Papers published in the journal are licensed under the Creative Commons license CC-BY-NC.

CONTRIBUTORS ARE REQUESTED TO CONSIDER THE FOLLOWING

Articles

1. The length of articles (including references, notes, figures and tables) should not exceed 7000 words.
2. Contributions should be double-spaced and all pages should be numbered.
3. The first page should contain the author's name and surname, the name and address of the institution in which the author is employed, and the title of the article written in capital letters (The Editorial board will delete this information before sending the manuscript to be reviewed).
4. The journal uses APA style (Publication Manual of the American Psychological Association, 7th edition – <http://www.apastyle.org/>) to format references in the text and bibliography.
5. In the reference list or bibliography, the author should provide full references for all the works mentioned in the text; also, the reference list should contain only those sources mentioned in the text. They should be listed alphabetically according to the surname of the author, and chronologically if a particular author has more than one work. If several works by the same author were published in the same year, they should be differentiated by letters (a, b, c, etc.) following the year of publication. If a work was written by several authors, all authors should be listed instead of using "et al." or "and collaborators".

When an article or bibliographic record has a DOI, use the DOI number in the reference list (it is possible to look up the DOI number here: <http://www.crossref.org/SimpleTextQuery/>).

For works accessible through the internet, the main information (title, author etc.) and the source (<http://>) should be provided.

6. A summary written in Croatian and English should also be included. The summary should not exceed 180 words and should indicate the aim of the work, the methodology used, and the most important findings and conclusions. Authors should specify up to five key words.
7. Graphical appendices (tables and graphs) need to be in black and white, saved in original format, with their size and complexity adjusted to the format of the Journal so that all elements are clear and visible. They must be numbered consecutively in order of appearance and include title. The graphic appendixes are part of the manuscript and should be enclosed in the text. Exceptionally, they may be placed at the end of the manuscript, while their exact position should be indicated in the text of the manuscript.

Formatting references in the text according to APA style

The sources should be cited in the text, not in the footnotes. The reference should be in brackets, containing the author's surname and year of publication e.g.:

(Mumford, 1962) or
Mumford (1962).

The page number should be included for quotations or references to books e.g.:
(Mumford, 1962, p. 99).

If the reference was written by two authors, both should be mentioned e.g.:
(Berger & Luckmann, 1992).

If the work was written by three or more authors, the form "et al." is used from the first citation on, e.g.:

(Prelog et al., 1979) or
Prelog et al. (1979).

All references in the text should be given as they were given the first time, i.e., forms such as "Ibid.", "Op. cit." and the like, are not used. Authors should use footnotes exclusively for commenting on or expanding on what is referred to in the text.

The reference list should be written in APA style as in the following examples.

Book – one author:

Mumford, L. (1962). *The city in history*. Harcourt, Brace & World, Inc.

Book – several authors:

Portes, A., & DeWind, J. (2008). *Rethinking migration: New theoretical and empirical perspectives*. Berghahn Books.

Work from an anthology:

Greenberg, M., & Hughes-Evans, D. (1980). Air pollution. In J. Aldrich (Ed.), *Atmosphere, weather and climate* (Vol. 3, pp. 35–75). Methuen.

Article in a journal with a DOI number:

Leach, S., & Lowndes, V. (2007). Of roles and rules. Analysing the changing relationship between political leaders and chief executives in local government. *Public Policy and Administration*, 22(2), 183–200. <https://doi.org/10.1177/0952076707075892>

Article in a journal without a DOI number:

Galešić, M., & Stepanić, J. (2003). Toward parameterisation of E-mail mediated communication. *Interdisciplinary Description of Complex Systems – INDECS*, 1(1–2), 54–65. <http://indecs.znanost.org>

Unpublished doctoral dissertation:

Surname, X. (Year). *Title of dissertation*. (Unpublished doctoral dissertation). Name of institution.

Published conference paper:

Author of Paper, A., & Author of Paper, B. (Year, Month date). Title of paper. In A. Editor, B. Editor, & C. Editor, *Title of published proceedings*. Paper presented at Title of Conference: Subtitle of Conference, Location (inclusive page numbers). Place of publication: Publisher.

Laws and regulations:

Act on vocational rehabilitation and employment of persons with disabilities.
Official Gazette, 143/2002, 33/2005.

Article in newspaper (unsigned):

Article title. (Date of issue). *Name of newspaper*, p. xx.

Article in newspaper (signed by author), electronic source:

Author, A. A. (Year, Month, Day). Title of article. *Title of newspaper*. Available at URL of specific article.

Other examples can be found at <http://www.apastyle.org/>. More detailed instructions are available on the journal's website: <http://drustvena-istratzivanja.pilar.hr/index.php/drustvena-istratzivanja/index>.

NOVA IZDANJA INSTITUTA PILAR

PODRAVSKA SLATINA
U DOMOVINSKOME RATU

Urednik: Miljenko Brekalo

Biblioteka ZBORNICI. – Knjiga 59.
Institut društvenih znanosti Ivo Pilar
Zagreb, 2022., 290 str.

Zbornik *Podravska slatina u domovinskom ratu* donosi radove s interdisciplinarnog znanstveno-stručnog skupa "Podravska slatina u domovinskom ratu" održanog 12. prosinca 2019. godine u Slatini. (Iz Predgovora)

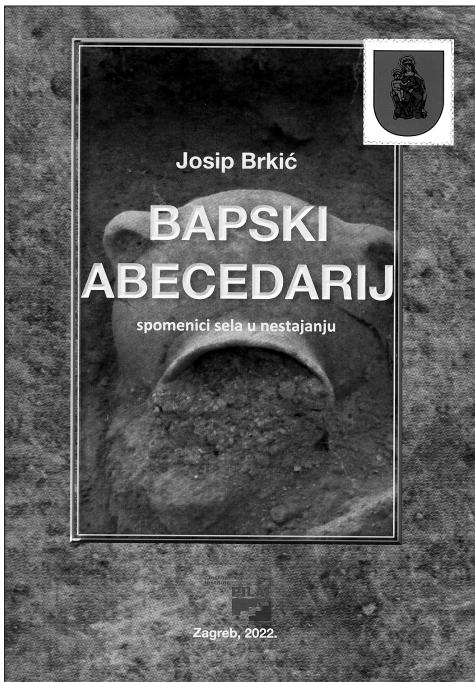
PODRAVSKA SLATINA
U DOMOVINSKOME
RATU

Urednik Miljenko Brekalo



ZBORNICI

INSTITUT
IVO PILAR DRUŠTVENIH ZNANOSTI



Zagreb, 2022.

Josip Brkić
BAPSKI ABECEDARIJ
Spomenici sela u nestajanju

Institut društvenih znanosti Ivo Pilar
Zagreb, 2022., 377 str.

Originalna znanstvena analiza naselja Bapska u Vukovarsko-srijemskoj županiji, priповijest o selu u nestajanju...

IZDANJA INSTITUTA MOŽETE NARUČITI KOD NAŠEG DISTRIBUTERA:
On-line Superknjižara, <http://www.superknjizara.hr>
Više o svim izdanjima na <http://www.pilar.hr>

