

# Foreword

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New year, new issue of the Croatian and Comparative Public Administration journal. We continue to publish articles that deal with public administration topics from a domestic and comparative perspective and thus open horizons of new insights that are not only useful for public administration scholars, but also have practical relevance.

In this issue we have grouped six articles into three interesting and relevant sections.

The articles published in the first section deal with two very important topics, refugee policy and administrative reforms. *Understanding Iranian Refugee Discourse in Turkey on Twitter by Using Social Network Analysis* was written by Mohammad Thoriq Bahri, a PhD student of Law and Political Sciences at the Faculty of Law and Political Sciences, University of Szeged in Hungary. Using the method of content analysis published on social networks, in this specific case on Twitter, he analyses almost 30,000 posts to determine the attitudes of Iranian refugees towards resettlement, especially in Canada and the EU. The second article published in this section is entitled *Evaluation of Public Administration Reforms in North Macedonia from the Perspective of European Commission's Annual Progress Reports*, and was written by Abdulla Azizi and Lindita Ceka-Neziri. Their analysis reflects several themes continuously running through and being highlighted in EC reports on North Macedonia's progress towards EU membership. Public administration is still highly politicised, which is perhaps the greatest obstacle to the reforms aimed at improving the results of administrative action.

The second section features two articles dealing with current topics in two neighbouring countries, Kosovo and Albania. In the article *Public Consultation in Kosovo: Legal Framework, Methods, Tools, and Their Application*, Ruzhdi Halili and Qerkin Berisha present and analyse the construction of the institutional and legal framework for conducting public consultations in Kosovo. Despite the efforts to build a public consultation mechanism, there

are still some shortcomings, identified by the authors. These are issues related to the effectiveness of the whole system, low response from stakeholders, lack of clarity about how institutions involve various stakeholders, whether they select the appropriate ones to participate in the whole process and whether sufficient information and feedback is provided to them about the individual consultations. In the article *Protection of Privacy and Personal Data in Albania*, the author Evis Garunja, lecturer at the Faculty of Political Sciences and Law, University Aleksander Moisiu in Durres (Albania), conceptualises the protection of privacy and personal data as a fundamental human right. The article raises the question of the relationship between the protection of a person's dignity and privacy as a democratic value and the technological evolution. Through case law and jurisprudence, the article aims to present the Albanian legislation on the protection of privacy and personal data, legal reforms, and their adaptation to the international legal standards.

The two articles in the third section deal with specific issues of public services, in particular those of leadership in healthcare institutions, and the satisfaction of users of communal services. Dagmar Radin, professor from the Faculty of Political Sciences in Zagreb, in her article *Women and the Leadership in Healthcare Systems: A Systematic Literature Analysis* starts from the assumption that women are underrepresented in healthcare institutions, even though they account for about 70 percent of the total workforce in health care. The author analyses the literature on the advancement of women in the leadership of health systems and determines the factors that prevent it. Among them, work-life balance, social gender stereotypes, professional elitism, and lack of institutional support for women's careers such as mentoring or flexible working hours stand out as the main factors preventing women from advancing to leadership positions in the healthcare system. In the last article of this issue entitled *A Survey of the Satisfaction with Communal Hygiene in the City of Rijeka*, the authors Marija Ivaniš, Drago Pupavac and Renee Škulić present the results of research on user satisfaction with communal services in the City of Rijeka. Although, according to the authors' analysis, Rijeka is a city with the most developed waste management system in Croatia, the survey shows that user satisfaction leaves much to be desired. Therefore, it is necessary to not only raise the quality of the utility company itself, but also the general culture of utility service users.

I hope our readers will find the articles published in this issue interesting and relevant, and it is in this faith that we present it to you.

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Editor-in-Chief