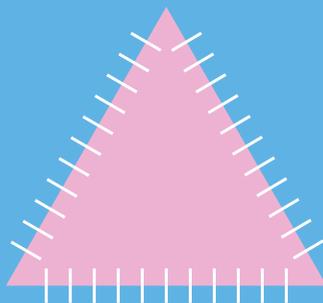
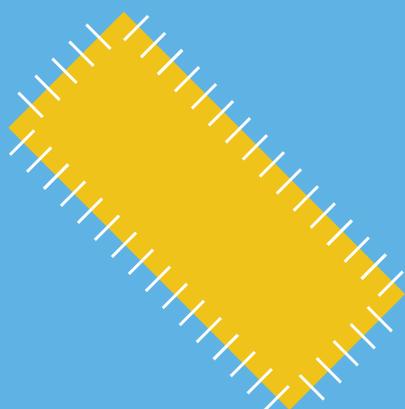
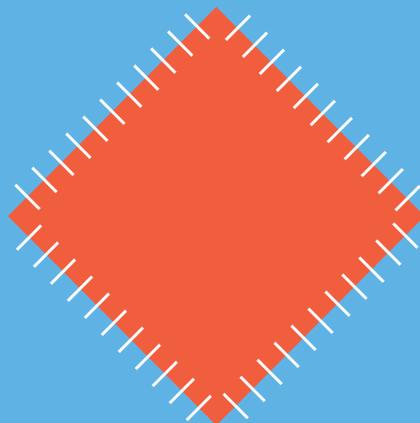


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Aleksandra Zivkovic
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Patched student life

Research on the living
standard of the tenants in
the State Student Dormitory
"Skopje"



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Author contributions

All of the authors participated in the initial elaboration of the concept for this research paper, the preparation of the initial version of the questionnaire used during the field survey, writing the first drafts of the paper, as well as the list of recommendations provided at the end of this document.

Jovana Gjorgjiovska prepared the final version of the questionnaire which was used, she made the statistical data analysis and interpreted it, and also wrote the first drafts of the chapter “Research summary”, “Field survey methodology”, “Research ethics”, “Methodological limitations of the survey”, “Field survey results”, “Discussion” and “Conclusion”.

Aleksandra Zivkovic, with contribution from Martina Ilievska, devised the methodology of analysis of the legal acts and strategic documents; she also prepared the questions for free access to public information and analyzed the answers received. Aleksandra Zivkovic wrote the first drafts of the chapters “Methodology of analysis of the legal acts”, “Methodological limitations of the analysis” and “Analysis of the legal framework and strategic documents”.

Martina Ilievska, with contribution from Jovana Gjorgjiovska and Aleksandra Zivkovic, coordinated the gathering of data from the field survey and the requests for access to public information. She also wrote the first drafts of the chapters “Introduction” and “Basic information on the State Student Dormitory “Skopje””.

All three authors participated in the reviewing of the first drafts of the paper, after which Jovana Gjorgjiovska edited the final content of the publication and Martina Ilievska did the graphic formatting.

An online archive of documents used for this research is available at the following link:<http://bit.ly/2ITYS5S>

About the Youth Educational Forum

YEF is a youth organization that creates space for debate, free expression and youth organization, encourages activism, and protects and promotes youth rights and policies. YEF accomplishes its goals through informing, education, discussions, cooperation and motivating and supporting the youth.

YEF was founded in 1999. The organization is active on a national level conducting its program activities in several cities in North Macedonia through its YEF centers in: Skopje, Tetovo, Bitola, Veles, Kumanovo and Prilep. More than 1000 young people are members of the YEF youth clubs annually; they are active in the program areas of Debate, We Study Law and Media/Art.

The organization's activities are conducted through four programs: Debate Program, We Study Law Program, Analysis and Youth and Educational Policy Creation Program and Youth Activism Program. The first youth internet radio in North Macedonia, Radio MOF, is also part of the organization.

YEF's vision is: North Macedonia is an integrated society with developed critical thought, freedom of expression and quality education that makes active citizens. The young in North Macedonia are essentially included in policy making and implementation and they are leaders in the promotion of augmented discussion and respect of human rights and freedoms.

Analysis and Youth and Educational Policy Creation Program

The priority of the Analysis and Youth and Educational Policy Creation Program is to act on making the youth have greater influence on the creation and conducting of educational policies, both on a local and national level, to create inclusive youth policies and to build capacities for youth participation in decision making.

The membership of this program accomplishes these goals through a series of activities such as: conducting research and preparing analyses, and organizing and participating in national and international events that promote youth policies (Transparent Educational Forum, Days of Youth Networking, and Station: Student). An important segment of accomplishing the program's goals is the management of youth coalitions and memberships in national and international networks.

The following are among the greatest successes of the program: consultations and amendments to the new Law on Higher Education adopted in 2018; the first legal analysis of the student organization in North Macedonia; participation in establishing the Regional Youth Cooperation Office for the Western Balkans (RYCO); a legislative initiative for inclusion of high school organization within the Law on Secondary Education; the Law for Youth Participation and Youth Policies; monitoring the work of the Agency of Youth and Sports; establishing 12 local youth councils; preparing an analysis and a petition with 26,000 signatures for withdrawing the external testing in high-schools; positioning volunteers in state institutions and implementing the Law on Volunteering; preparing an Ethical Code for Students and Professors in cooperation with the South East European University in Tetovo; withdrawal of the Law on Youth from a parliamentary procedure upon the initiative of around 50 youth organizations; participation during preparation of the annual program of the State Committee for Prevention of Corruption in the education sector; cooperation with UKIM by opening a Legal Clinic for Free Access to Public Information; the first analysis of the student organization in the Republic of North Macedonia; an analysis of student expenses, etc.

About the Project: Student Dormitories without Corruption

This analysis was made as part of the project “Student Dormitories without Corruption”, which was conducted from August 2018 till July 2019. It was supported by the Foundation Open Society – Macedonia. The primary goal is to encourage institutions toward a more transparent and more responsible management of student dormitories. The Project entails research regarding public procurements, the students’ perceptions, experiences and opinions as regards the living standard, their participation in the decision making processes, corruption in the student dormitories, as well as implementing activities to strengthen students’ capacities and their active involvement in initiatives to improve student standard and the conditions in student dormitories.

The institutional proactivity regarding changes in the past period provides room to ask the question about student standard and corruption in student dormitories. It is of crucial importance to emphasise that the low living standard of students and the corruption in student dormitories are problems that have existed for a long time and whose solution are not being worked on.

The goal of this project is to get a clear picture of the functioning of student dormitories but at the same time encourage students to make a change and improve the quality of life where they live. The dormitories included in this Project are: “Stiv Naumov”, “Goce Delcev” and “Kuzman Josifovski-Pitu” in Skopje and they are all part of the State Student Dormitory “Skopje”-Skopje.

List of abbreviations

AYS

Agency of Youth and Sports

SSD

“Skopje”-State Student Dormitory “Skopje”

SSC

“Skopje”-State Student Center “Skopje”

MES

Ministry of Education and Science

YEF

Youth Educational Forum

SPUKM

Student Parliament at the University “Ss. Cyril and Methodius”-Skopje

UKIM

University “Ss. Cyril and Methodius”-Skopje

Research summary

Methodology: The research is comprised of two components: a) an analysis of a legal framework and strategic documents regarding the work of SSD "Skopje" and b) field survey of a randomly selected sample of students tenants at SSD "Skopje" (n=300).

Quality of life in the dormitories: According to the examinees, on a scale of 1 to 5, the average rating on the general quality of life in student dormitories is 2,93. The poor living conditions in the dormitories, the lack of learning means and facilities, and the lack of sport and cultural activities are the main fields of interest of the student tenants. The high level of awareness among dormitory authorities regarding the serious problems they are facing is obvious from the strategic documents on the operating of the dormitories. Nonetheless, these documents lack action plans and operational criteria for regular evaluation of the state of the dormitories.

Student participation in the dormitories: 92 % of the examinees never participated in the decision making processes in the dormitories and they most often state the following as reasons for this: lack of time, being uninformed about the mechanisms for participation and lack of trust that they could change anything. More than 70 % of examinees have low basic knowledge about the managing authorities that function as part of the state student dormitories. According to the documents received, the basic conditions for students' participation in the decision making processes are legally met. Nevertheless, due to lack of information from SSD "Skopje", the work of student parliaments and former student tenants' representatives in the governing bodies of the dormitories cannot be evaluated, nor can the effect that they had had on student participation and living standard in the dormitories.

Corruption in the dormitories: 40 % of examinees noticed corruption in the student dormitories. More than 33 % of the examinees had personal experience regarding one of the corrupt practices included in this research and/or know someone to whom it happened. More than 70 % of examinees would not participate in the investigated corrupt practices and would be bothered if other people participated. 89 % of examinees do not know where to report corruption, and 53 % of examinees would not report at least one of the corrupt practices included in the research to the authorities. The legal acts on student standard and the documents that govern the work of dormitories do not offer provisions to prevent or prohibit corrupt practices. Due to this, the students that experience corruption have to consult the general legal solutions. Furthermore, even though there are indications that corrupt practices had been noticed in dormitories and for which the authorities decided to take actions, there is no information about specific activities regarding corruption in the strategic documents of the dormitories.

Introduction

The students in the Republic of North Macedonia live in student dormitories with substandard living conditions and a series of infrastructural, financial and program problems, despite the fact that they are the only living option for a lot of students while they are away from their home towns. The dormitory is a public institution whose primary duty is of public interest regarding realizing the interests and accommodation needs of students who study outside their residence. Namely, the purpose of the dormitory, which is an institution of public interest, is to provide housing, food, healthcare, and also cultural, entertainment, sport, recreational and other activities. However, the dormitories provide only accommodation and food for their tenants, i.e. they only meet the basic students' needs.

In the past years, the everyday lives of the tenants in the dormitories have been filled with a series of problems connected to the poor living conditions. During the period 2002-2015, 4 fires were reported, as were a fallen ceiling, disconnected elevator and flooding in some of the units that are part of SSD "Skopje" (Student Plenum, 2015). In 2019, the students reported a fallen ceiling in the toilets in one of the dormitories (Radio MOF, 2019). Also, on several occasions, the public was informed that the food which the tenants receive in the dormitories is of small quantity and poor quality (Factor, 2016 and Fakulteti.mk, 2018).

The movement "Operation: Dormitory" (Mac. Операција: Студентски дом) appeared in 2014 as a result of the state of the dormitories and it reported on the events happening in one of the dormitories. This initiative caused worldwide reactions with the publishing of photographs from inside "Goce Delcev" dormitory. The renovation of one of the dormitory's four blocks began shortly after this.

After 2014, there is an increase in the finances which the Government allocates for student standard, including the expenditures for building and renovating the student dormitories.

In the past years there has been lack of relevant research and analyses about the state of the dormitories, specifically issues connected to the housing. The available public information about defining the work of the state student dormitories is few, which also highlights the need for a realistic assessment of the states. Furthermore, no mechanisms for student participation in decision making processes that directly concern the tenants of the dormitories has been established, even though according to the legal documents, all legal conditions for the establishment of tenant councils were met. Because of this, the student tenants do not have a channel through which they can express their opinion and make a change regarding the problems they face.

The original motive which initiated this analysis is the need of an in-depth understanding of the functioning of student dormitories and the lives of student tenants in them. The goal is to get a clear picture of the state that will later serve to create appropriate policies. Through this analysis we aim to improve the position of a category of students who often live in substandard conditions. The subject of this analysis are the student dormitories under the jurisdiction of the State Student Dormitory “Skopje”—a legal entity that unites the biggest student dormitories in Skopje, which are actually four organizational units: the student dormitory “Kuzman Josifovski–Pitu”-Skopje; the student dormitory “Goce Delcev”-Skopje; the student dormitory “Nevena Georgieva-Dunja”-Skopje and the student settlement “Stiv Naumov”-Skopje where 2500 students are accommodated annually.

The main goals of the research are: to identify the position of the State Student Dormitory “Skopje” within the institutional set-up; to document the perception, experiences and opinions of student tenants in the student dormitories of SSD regarding three important aspect: the living standard, student participation in the decision making processes and corruption in the student dormitories.

State Student Dormitory “Skopje”

There are 11 student dormitories on the territory of the Republic of North Macedonia (in Skopje, Bitola, Ohrid, Prilep and Shtip) with a total of 5154 student beds¹. From these 11 dormitories, the State Student Dormitory “Skopje” has the biggest accommodation capacity (almost half of all the student beds in the country) and it is a legal successor of the student dormitory established with Decision no. 1275/52 from 01.12.1952 by the Government of the Republic of North Macedonia. Since its inception, the State Student Dormitory “Skopje”-Skopje is home to more than 2500 students during an academic year (on average, during the period 2014-2019 there have been **2668 tenants at the dormitories**). Due to this, this analysis defines SSD “Skopje” as the subject of examination. A detailed overview of the number of students in each of the dormitories that are part of SSD “Skopje” during the period 2014-2019 is given in Chart 1.

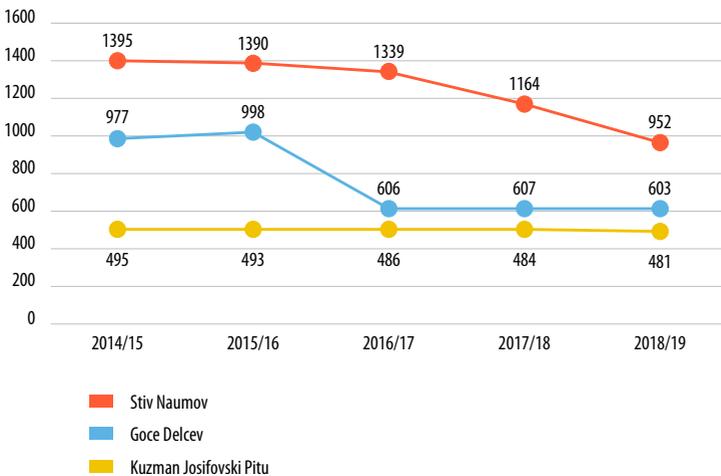


Chart 1: Visual overview of the number of students in the dormitories that are part of SSD “Skopje” (2014–2019). 2,3

1 Source: Open call for admission of students enrolled in undergraduate studies in the student dormitories and other accommodation facilities in the Republic of North Macedonia

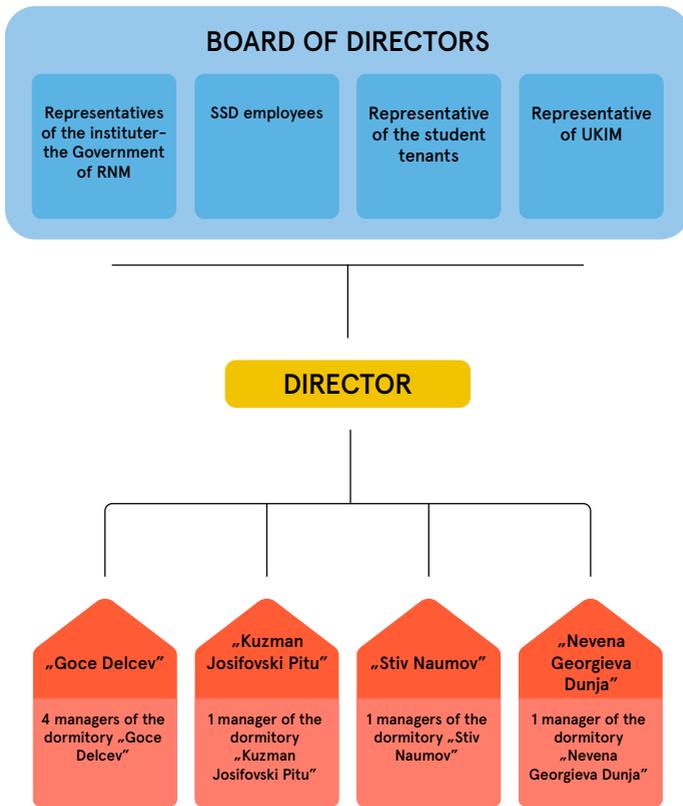
2 Source: Authors

3 Note: The data for 2018 refer to students who applied for accommodation for the first time

According to the statute, the primary goal of SSD is to realize the student standard as a public interest activity, which is related to the realization of the students' interests and needs for housing when they study outside their place of residence. More specifically, this entails accommodation, food, tuition fees and scholarships for students, as well as meeting the common students' needs for work, culture, information, sport, recreation and others.

The Dormitory has four separate organizational units on the territory of the city of Skopje and they are: the student dormitory “Kuzman Josifovski-Pitu”-Skopje, the student dormitory “Goce Delcev”-Skopje, the student dormitory “Nevena Georgieva-Dunja”-Skopje and the student settlement “Stiv Naumov”-Skopje.

SSD's work is regulated by the Law on Student Standard adopted in 2013 and the Statute of the State Student Dormitory-Skopje. As a legal entity, the Board of Directors manages the work of SSD “Skopje” and is headed by the Director of SSD. Organogram 1 provides an overview of the internal organization of SSD “Skopje”.



Organogram 1: Visual overview of the internal organization of SSD "Skopje" 4

Student dormitories that are part of SSD "Skopje"⁵

Table 1 provides an overview of the basic information about the student dormitories that are part of SSD "Skopje".

SSD "Skopje"	Basic information about the dormitory	Accommodation capacities of the dormitory	Additional information
Student dormitory "Kuzman Josifovski-Pitu"-Skopje	Built: 1958 Municipality: Center Area: 8000m ² .	Beds: 490 student beds	The student dormitory "Kuzman Josifovski-Pitu" is an administrative building of the State Student Dormitory "Skopje" where the archive and office of the administration and the director of SSD are located.
Student dormitory "Goce Delcev"-Skopje	Built: put into operation in two stages in 1972 and 1978 Municipality: Karposh Area: 30,000 m ²	Beds: 1200 student beds organized in 4 blocks Other infrastructure capacities: dining area, buffet, canteen, reading room, discotheque, sports ground and green area	In 2015, Blocks A and B were renovated and put into operation, and when this analysis was coming to an end (July 2019) the renovation of the other two Blocks C and D was in its final stages. After this is done, the students will move in.
Student settlement "Stiv Naumov"-Skopje	Built: The first two buildings were built in 1953, the last one in 1992, whereas the pavilions were built and put into operation in 2014. Municipality: Gazi Baba Area: 88,500 m ²	Beds: 1335 beds in the buildings and 138 beds in the pavilions Other infrastructure capacities: canteen, reading room, discotheque and green recreational area	At the 139 th Government meeting, the Government obliged the Ministry of Education and Science to conduct a procedure for reconstruction of the student dormitory in the student settlement "Stiv Naumov" in Skopje as soon as possible, with regard to the information received about certain inconsistencies and irregularities identified in Building 1 in the student settlement "Stiv Naumov" in Skopje, upon inspection by the State Education Inspectorate. ⁶
Student dormitory "Nevena Georgieva-Dunja"-Skopje	Built: in the 1960's ⁷	Beds: 3511 Other infrastructure capacities: twelve prefabs	The prefabs were of a temporary nature and in 2014 it was determined that they did not have appropriate living conditions for students. Since the academic 2014/2015, the student settlement is no longer part of the open call for admission of students and there are no students accommodated there.

Table 1: Detailed overview of the basic information about the student dormitories that are part of SSD "Skopje"

5 Source: SSD's annual programs

6 <https://vlada.mk/node/18175>

7 Information on the year when the student settlement was built is not available.

Methodology

In order to explore the legal framework within which the state student dormitories function in detail, as well as the practical experience of student tenants, this research is based on two components:

- a) an analysis of the legal framework and strategic documents;
- b) a field survey of student tenants.

Apart from these two methods, the research project also foresaw to conduct two focus groups and/or interviews with the tenants at SSD “Skopje”. However, despite the efforts of the research team to recruit examinees that will participate in the qualitative part of this research, only 4 students registered from which only one student came to the scheduled appointment for conducting the focus group. Due to this, the research did not get qualitative data that will further contribute to a more detailed analysis of the answers received from the questionnaire. Detailed information about the methodological approach to both components is provided in the following section.

Methodology of analysis of the legal framework and strategic documents

In order to obtain more detailed information about the operating of the dormitories, as well as to gain access to the legal acts which are not publicly available on the webpage of those in charge of the operation of the dormitories; requests were sent for free access to information. The time period encompassed in this analysis covers the work of three directors and a change in the executive power.

The total number of requests sent is 20, which is equal to the number of answers received. The requests for free access to information were sent to the following institutions:

1. Government of the Republic of North Macedonia
2. Ministry of Education and Science
3. State Student Dormitory “Skopje”

The requests were sent during March and April 2019. During the analysis of the legal documents, the Law on Student Standard adopted in 2013 was also analyzed as a principle act that regulates issues regarding the operation of student dormitories. Following the legal provisions, other documents related to this area were identified and analyzed.

Methodological limitations

The most important limitation concerning the legal analysis was the lack of access to certain documents that were listed in the bylaws and the strategic planning programs of SSD “Skopje”, which we learned should have been brought from the responses to the requests for free access to information.

Due to the time constraints on the project, the team was unable to send a second wave of requests for free access to information which would also request access to these documents. This applies to the following documents: Annual program for organizing students’ free time and activities; internal acts relating to the common functioning of the dormitory’s management for approximation to the Tenants Council and a monthly tourism program.

An additional problem was the lack of any public sources of information on the part of the Student Parliament at UKIM. This created obstacles in understanding the practical details associated with the election of student representatives and the manner in which the opinions presented in the decision making bodies had been formulated in previous years.

Field survey methodology

By surveying the students accommodated at the state student dormitories, this component of the research was supposed to answer the following question: *What are the perceptions, experiences and opinions of students regarding the living standard, student participation in the decision making processes and corruption in the student dormitories?*

The questionnaire was prepared by analyzing documents that define the student standard and by adapting questionnaires already used in research conducted by YEF, as well as by consulting student tenants.

The questionnaire is divided into four sections:

1. Questions concerning the quality of life in student dormitories;
2. Questions concerning student participation in the decision making processes that concern them as student tenants,
3. Questions concerning the perception about corruption in student dormitories, and
4. Questions concerning the demographic characteristics of the examinees.

The questions which were intended to explore the students’ experiences regarding corruption include various activities which according to the Macedonian legislation are punishable by law. Apart from this, some of the forms describe dishonest acts that are not necessarily defined as corruption,

yet contain elements of corrupt practices. The forms included were selected based on YEF's current knowledge received from previous research and from active monitoring of the states in past years.

Questions regarding the student dormitory and where the students are accommodated (prefab/building), gender, age, year of study, ethnicity, place of origin, number of years spent in the student dormitory, previous private accommodation (and number of years spent there), and plans for future housing in a private accommodation are in the final fourth section.

All the questions in the first three sections were obligatory for the examinees, whereas the questions in the final fourth section of the questionnaire were not obligatory. The majority of questions were multiple choice questions and only few were to be answered with a short response. The answers provided were always arranged randomly so as to avoid influencing the results. The entire questionnaire is available in Appendix 1.

The gathering of data was done with electronic tablets and the online system "Qualtrics" where the questionnaire was placed. Six interviewers were trained for the purposes of this research and the main phase of gathering data lasted for 20 days, during May and June 2019.

Subject population and sampling strategies

The subject population of this research is comprised of student tenants in the state student dormitories (N=2036). The aim of the field survey was to interview a sample of n=300 examinees (n=100 from each of the three student dormitories). This number of examinees was defined so as to meet the needs of a minimum of 10 % of the student population in each of the dormitories, in a manner suitable to the available resources and the time constraints.

The examinees were recruited randomly: depending on the nomenclature of the dormitories, the interviewers began with the top floors of the first accommodating facility in the dormitory and interviewed the tenants of every third room moving down the floors.

Research ethics

All the examinees were aged 18 and above and there was no need for parental consent. Furthermore, when the interviewers were recruiting potential examinees, they first explained the purpose of the research and then they asked the examinees for oral consent to participate in the research. Only after receiving oral consents did the interviewers hand the electronic tablets over to the examinees where on the first page of the questionnaire the basic information about the research was provided. All the examinees were also asked to give their consent to participate in the research electronically, on the first page of the questionnaire. Moreover, by using electronic tablets, all the participants in the research were guaranteed their privacy when filling out the questionnaire, as well as data confidentiality.

Methodological limitations

The assessment of whether the sample is representative or not is made difficult by the lack of official data on the demographic characteristics of the population composed of student tenants in the dormitories. Bearing this in mind, it is important to emphasize that there might be an occurrence of self-selection of respondents (Shaughnessy, Zechmeister, and Zechmeister 1990), despite the efforts of the research team and interviewers to recruit random respondents. In other words, it is possible that only student tenants who feel the need to share their own opinions with the research team and the interviewers participated in this research which will leave out the potential examinees that did not want to share their opinions due to various reasons. This comment can be supported by the number of student tenants who refused to participate in the research (n=33). Also, it should be kept in mind that the questionnaire used was designed for the purpose of this research project and the possibility for detailed piloting and testing of its psychometric characteristics is small.

Analysis of the legal framework and strategic documents

The analysis looks at our legislation in order to determine the actors and their jurisdictions and the rules and procedures that involve students. To that end, apart from the Law on Student Standard as the basic legal act in this field, several bylaws that apply to all dormitories in the country will also be included, as well as the acts of the State Student Dormitory “Skopje”.

Furthermore, the analysis of the legal framework includes laws concerning the regulation of higher education and laws relating to the prevention of corrupt practices applicable to the operation of student dormitories. The purpose of this was to understand the broader legal context in which student dormitories operate and to inform where potentially solutions should be sought in the absence of laws within the legislation intended to regulate the operation of the dormitories.

Law on Student Standard

The basic legal act which regulates the relations in the field of housing in the student dormitories is the Law on Student Standard. It envisions the opening of state and private student dormitories. Those that are budgeted by state funds are opened by the Government of the Republic of North Macedonia and the rest can be opened by domestic or foreign legal or natural persons (Article 11).

Students who study elsewhere than their place of residence have the right to reside in the dormitory. The ranking of the applied students is done according to three main criteria:

1. results in education
2. regularity in the studies and
3. the financial situation of the student’s family (Article 24).

During the admission, a certain number of beds are awarded to orphans, children with special needs, children of beneficiaries of social assistance, single parent children or children whose parents are unemployed, etc. Additionally, a certain number of beds are awarded to children with particularly good results during their education (Article 25).

The laws stipulate that issues concerning student admission as are conditions, ranking of applicants, categories of students with priorities and open call for application are all under the strict jurisdiction of the Ministry of Education; while regarding these issues the student dormitory forms a committee in charge of admission of students (Article 26).

The price for housing is set by the Government of the Republic of North Macedonia (Article 8).

Concerning the services which the dormitory offers, it is generically considered that the dormitory is an institution that provides accommodation, food, healthcare, cultural, entrainment, sport and recreational activities (Article 10). The law itself does not contain provisions that regulate the type of services and other aspects concerning this issue.

The operating of the student dormitory is under the jurisdiction of the Board of Directors (Article 34). Its management is the responsibility of the Director who is elected by the Ministry of Education, upon the request of the Board of Directors (Article 37). Furthermore, each separate unit has its own Director. The Board of Directors of the student dormitory is comprised of three representatives from the institutor (the Government of the Republic of North Macedonia), two employees from the student dormitory, one student and one representative from the university where the student dormitory is an affiliate member.

According to the amendments in the Law from 2019, the student representative is elected by the Tenant Council (Article 34). So far and in accordance with the previous provision from the Law, the representatives were chosen by a student representative organization at UKIM. So, according to the results received from the requests for free access to information, the student organization which elected the representatives for the Board of Directors has so far been the non-governmental organization-Student Parliament. This was set forth in the Statute of UKIM from 2013.

Participation in the work of the Board of Directors provides a legal opportunity to influence the wide scope of topics which are significant for the internal functioning of the dormitory. So, for example, the students participate in the adoption of the program for the operation of the dormitory and the financial plan; they interview candidates for directors of the dormitories; they suggest the price for accommodation and food; etc. (Article 35). The mandate of the student member of the Board of Directors can last as long as he/she has the status of a full-time student.

Moreover, the laws provide for forming of Tenant Councils in the dormitories. These are comprised of students accommodated in the dormitory itself and are created in order to form opinions about improving the quality of life in the facilities. However, a more detailed regulation of the work and responsibilities of these bodies is not included in the law; it is left to the dormitory to regulate (Article 44).

The Law on Student Standard includes provisions relating to the behaviour of student tenants in the dormitories and disciplinary procedures instituted when they violate the house rules. Namely, according to this Act, there are three types of measures that the dormitory can impose on the student:

1. written warning
2. warning before expulsion, and
3. ban the use of the dormitory's services (Article 27)

The cases are taxonomically enumerated and are largely to do with the student's inappropriate behaviour towards the dormitory's physical space and inventory. The Law does not state disciplinary measures relating to potential corrupt practices by students and employees in the dormitory.

Rulebooks at the state level

Rulebook on student admission in state student dormitories

The Rulebook stipulates in detail the conditions students must meet in order to be eligible to stay in a student dormitory. Thus, full-time students who have not repeated an academic year for eight semesters, or have repeated but not more than two academic years over eight semesters, may apply for a bed (Article 2). Those who are final-year students for the second time cannot be admitted to a student dormitory (Article 3). Students who violated the house rules and who have been temporarily banned from using the dormitory services also cannot be admitted to a student dormitory (Article 5).

As in the Law on Student Standard, the Rulebook also stipulates that the ranking of student applicants is based on the following criteria:

1. results in education
2. regularity in the studies
3. financial situation of the student's family
4. distance from the place of residence (Article 7)

The Rulebook adds another category which is taken into consideration when admitting a student and that is the distance from the place of residence.

The rankings are compiled by the Ministry of Education and Science by a separate committee for student admission in dormitories for each university. The members of the committees are two representatives of the student

representative organization, one representative from the university and two representatives from the Ministry of Education and Science. The role of this committee is to check the documents submitted for each student individually, to create preliminary rankings, to decide upon complaints and to submit a report about its work to the Ministry (Article 19). This committee may exclude a student from the final rankings when the data from the electronic application and the submitted documents do not match (Article 20).

The Rulebook prohibits the students from ceding their place to another, unless there is an exchange of student beds between two students admitted in the dormitory (Article 24). The Rulebook permits vacancies to be filled by non-eligible students only after eligible students are accommodated, whereby they pay the full amount (Article 25).

Rulebook on norms and standards for equipment, physical space and staff in student dormitories

The Rulebook is adopted by the Ministry of Education and Science (Article 12, Law on Student Standard). It states that the dormitories should meet aesthetic and ecological standards.

It also states that every dormitory should have a yard, sports ground, green area and facilities for rehabilitation and recreation (Article 2).

In addition, this legal act taxonomically enumerates the types of premises relating to the management, technical and service activities that each dormitory should have in its structure. Among other things, the dormitory should have a room for housing accommodation and food officers, HACCR kitchen equipped, dining room equipped with sufficient number of tables and chairs, etc. (Article 6, Article 7). Dormitories should provide access for people with disabilities (Article 8).

The Rulebook proposes that every room in the dormitory should have enough natural light, heating and cooling, sound insulation, water supply, appropriate mechanical and electrical installations, protection from fire, flood and other natural disasters (Article 10). Except for the specific arrangements of the heating features in the premises (20 °C), the other categories mentioned above are to be governed by other regulations on this matter which are not part of the Rulebook and documents relating to student standard (Article 10). The Rulebook precisely states the number of management and technical staff that should be hired, depending on the number of students accommodated in the dormitory (Article 12, Article 13).

Acts at dormitory level

Statute

Institutions adopt statutes as the highest legal acts that regulate internal relations and operations. These documents have to be approved by the Ministry of Education and Science (Article 7, Law on Student Standard). The highest legal act of SSD “Skopje” to a great extent confirms the provisions from the Law on Student Standard, but it lacks a more detailed regulation of the subject matter of this research. So, this section will only analyze the aspects that complement the legislation discussed earlier.

Regarding student participation in the management of dormitories, the statute specifies that the selection of the student representative member of the Board of Directors will be done by the Student Parliament of UKIM (Article 30). However, the details of the selection procedure are left to the student association itself, which should further specify this issue with additional acts.

The composition of the Tenant Council, the bodies that will have to discuss issues of interest to student tenants, is specified with the Statute of SSD. Namely, the statute states that the members of a dormitory council should be student representatives from each unit (Article 63). The members are elected by the Presidency of SPUKM which conducts the election after previously having an open call for members (Article 65). Furthermore, each unit has its own Tenant Council that should deal with issues of local nature (Article 63). The mandate of these members is one year and they have no right to be reelected (Article 65).

Still, according to recent amendments to the other laws that regulate issues regarding student organization, the student parliaments are suspended as representative bodies. In addition to terminology, the subjectivity of representative organizations (from non-governmental organizations to university bodies) and the manner in which representatives are elected has also changed. In that respect, SSD’s Statute should follow these changes and currently it is unknown how these issues will be further regulated.

The Statute does not offer additional bases, apart from those stated in the Law on Student Standard, which will include corrupt practices as the basis for initiating disciplinary proceedings. However, it adds that the disciplinary procedure will be conducted by a disciplinary committee that includes a student elected by the Tenant Council of SSD. To initiate a procedure, the unit manager should file a complaint to the disciplinary committee (Article 25).

Work plan of the State Student Dormitory “Skopje”

The Work plan of SSD regulates the work of the Board of Directors where a student, delegated by the student organization – Student Parliament, is also a member (Article 30, SSD). According to the Work plan, the student member

has equal rights and responsibilities as the rest of the members, including the right to vote. Among other things, each member can suggest discussion topics for the daily agenda (Article 10), request convening a session (Article 7) and request materials regarding the operation of the dormitory (Article 8). The jurisdictions of the Board of Directors are the same jurisdictions stated in the Law on Student Standard.

Other legal acts

Law on Higher Education

The Law on Higher Education contains provisions relating to student organization and representative structures. As a reminder, according to the Statute of SSD “Skopje” and the Law on Student Standard, the student representatives in the governing bodies of the dormitories are delegated by the UKIM student representative organization. According to the Law, the university student assembly is a university body that protects the students’ interests (Article 35). This body elects members of the university’s administrative authorities and is comprised of student representatives of the faculties’ university assemblies (Article 36).

The Law refers to the further regulation of this matter in the universities’ statutes. When this analysis was being written (May – first half of June 2019), UKIM was in the process of adopting a new statute which will comply with the recently adopted new Law on Higher Education.

Laws from the field of Criminal Code

The Macedonian legislation includes a significant number of provisions aimed at preventing corrupt practices in the public sector or addressing dishonest behaviors applicable in higher education (Zivkovic, 2016).

Criminal Code

The Criminal Code contains a chapter specifying the types of offences against official duty. These provisions are applicable in cases when employees in the Ministry of Education and Science, as well as employees in SSD “Skopje” commit dishonest acts. The Criminal Code prohibits a person from exceeding the boundaries of office by exercising such a function in order to obtain some benefit for oneself or for others.

The foreseen penalty is higher in cases when the committed crime is from the area of public procurement and allocation of funds from the budget of the Republic of Macedonia (Article 353).

Taking bribe is another type of offense that involves cases in which an official directly or indirectly seeks or receives a gift or other benefit, or receives a promise of a gift or other benefit to perform an official act that he or she should not perform, or not perform an act that should be performed (Article 357). In our legislation, bribery is also punishable and it encompasses non-officials as well (Article 358). For the purpose of this analysis, a student offering bribe will be considered a perpetrator.

Furthermore, the Criminal Code includes a provision prohibiting the acceptance of rewards, gifts or other benefits, or the promise or offer of such benefits for oneself or another to exploit their real or perceived influence, official or social standing and reputation; to require, intervene, incite or otherwise influence the performance of an official act that had to be performed or not to perform an official act that should not have been performed (Article 359).

Among other things, this Code includes other provisions that prohibit the following acts and which are of interest to this analysis: reckless performance of work (Article 353-c), embezzlement (Article 354), fraud (Article 355), improper services (Article 356), and forgery of official documents (Article 361).

Law on Prevention of Corruption and Conflict of Interest

In our legislation, corruption is defined as the act of abusing function, public authority, official duty or position for the benefit of oneself or another (Article 2). This broad definition of corruption enables reporting various types of acts performed by an official. So, among others, the Law prohibits employment of close relatives (Article 56), acceptance of gifts (Article 58), and influencing others (Article 62). The acts adopted for the purpose of engaging in corrupt practices are considered null and void and all affected are entitled to claim damages (Article 66).

Law on Public Sector Employees and Law on Administrative Officials

The Law on Public Sector Employees and the Law on Administrative Officials are legal acts that also prohibit dishonest practices which can be performed by employees in the dormitory and the Ministry of Education and Science. The provisions mostly follow the postulates of the Criminal Code and the Law on Prevention of Corruption.

Strategic documents in the field of student standard

Student Standard Development Program

The submitted work programs of the Government of the Republic of Macedonia for the period 2010-2019 mostly contain specifics about the various types of student scholarships awarded by the Government to domestic and international students.

One section also specifies the exact amount the Government participates in student accommodation and food. Namely, the Government covers half the amount of the student participation fee. Students without parents, students with

special needs, students with unemployed parents, students of beneficiaries of social assistance, etc. are exempt from paying participation fee; it is covered by the Government of the Republic of North Macedonia (Article 24, Law on Student Standard).

The programs do not discuss in detail the costs associated with other aspects of dormitory operation, but only quantitatively present the expenditures.

In the past 10 years, there is a noticeable increase in the finances allocated for development and maintenance of student standard in North Macedonia. The programs do not provide a detailed overview of the costs which could identify more specific uses, but only general categories. Chart 2 provides a detailed overview of dormitory expenditures.

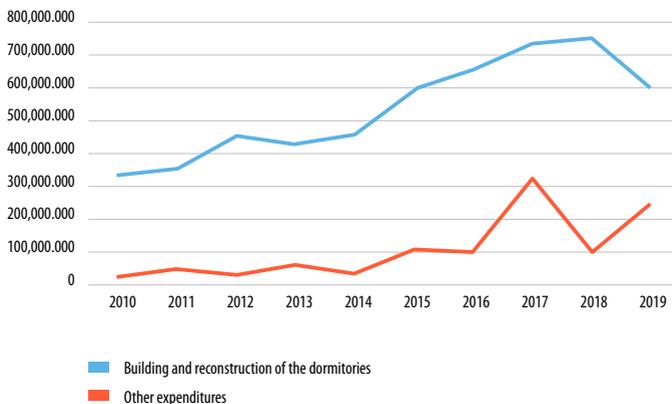


Chart 2: Detailed overview of dormitory expenditures, according to the work programs during the period 2011-2019.8

Most of the expenditures of the Government in the past nine years were associated with payment of scholarships and subsidizing beds and food in the dormitories. The second biggest expenditure is connected to the building and reconstruction of the dormitories, where an increase in the finances can be seen after 2014.

Costs regarding buying equipment, machines and furniture are the third biggest cost of the Government in the past several years regarding student standard maintenance. In 2017, a significant increase in this category is noticeable, but it is unclear whether this trend continues because the programs

for the following years do not mention costs associated with buying equipment and machines.

Chart 3 presents the allocation of funds intended for student standard, according to the Government program during the period 2010-2019.

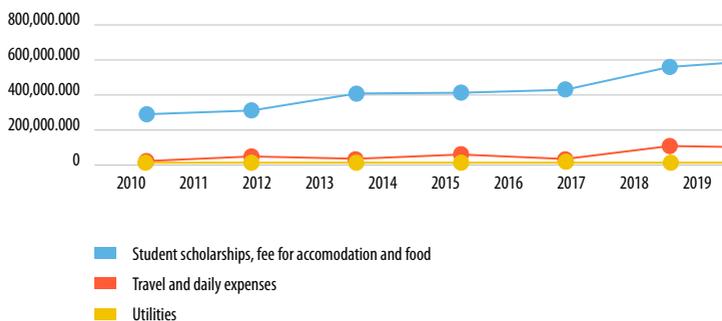


Chart 3: Overview of the allocation of funds intended for student standard, according to the Government program during the period 2010-2019.⁹

Annual work program of the state student dormitories

According to the Law on Student Standard (Article 23) and the Statute of SSD (Article 14), the dormitory adopts an annual work program that establishes activities of particular interest to be carried out throughout the year. In order to identify the practical work and define the priorities related to the dormitory's services, the work programs of the dormitories for the period 2013-2018 were reviewed.

The contents of the programs for the stated time period overlap immensely. Namely, most of the identified priorities in these documents are repeated and they refer to utilities or the need for new equipment and inventory. In this respect, the following type of conclusions can be found in the programs:

'The utility infrastructure was built at a time when there were small capacities and needs. There are now difficulties in its maintenance and exploitation. The daily approach to solving and fixing the plumbing, sewerage,

9 1. The data refer to the latest changes in the programs for realization and development of student standard activity.
 2. The costs of building and refurbishing dormitories cover the costs of all dormitories in the country, not only those that are part of SSD "Skopje".
 3. The costs for buying equipment, machines and furniture cover the costs for furniture in 2018 and 2019.
 4. There are no specific data in the programs about costs for buying equipment, machines and furniture for 2011 and 2012.

electrical and hot water installation contributes to the utility infrastructure taking the main position in the project.’ (SSD, 2018)

‘Due to the inability to repair all the deficiencies in the toilets and the lack of waterproofing of the shower cabins in the rooms, the accommodation capacity is reduced in one of the buildings.’ (SSD, 2016)

‘It is necessary to invest in new mattresses and chairs. We need to repair the roof as it leaks into the building. The food preparation equipment is old and outdated.’ (SSD, 2013)

‘One building was renovated in 2008. Yet due to performance errors, these buildings too have problems with the sanitary facilities.’ (SSD, 2013; SSD, 2015; SSD, 2016; SSD, 2017)

Year/ Dormitory	2013	2014	2015	2016	2017	2018
General priorities						
SSD “Goce Delcev”						
SSD “Kuzman Josifovski-Pitu”						
SSD “Stiv Naumov”						

Table 3: Visual overview of the strategic priorities in the work programs of the state student dormitories for the period 2013–2018 grouped according to the type of activity foreseen.¹⁰

Table legend:

Each dot represents a specific project. The table represents an overview of commitments, although they are not always defined as project proposals in the strategic documents.

The dots composed of two colors represent a project proposal which contains different categories of activities.

10 Source: Authors

Color legend

Blue. Improving the area and inventory (ex. purchase of new chairs, cutlery, washing machine, tablecloths, landscaping around the dormitory, replacement of broken windows)

Yellow. Sport activities (ex. student participation in sports matches, organizing "Dormitory Sports Festival")

Pink. Educational activities (ex. educating students about the use of alcohol and narcotics, organizing training for protection against natural disasters)

Green. Expenditures related to utilities (ex. gas network connection, renovation of sanitary facilities)

Orange. Other (ex. building capacities for staff, setting up cameras and alarms, safety, cooperation with dormitories abroad, purchase of tools)

All annual programs state that the dormitory will support activities that will help SPUKM in communicating with international student movements, as well as with the inclusion of students in the work of SSD. However, none of the annual plans contain specific activities regarding the center's commitments mentioned above. Also, it is stated that the center will work on internal acts that will bring the Tenant Council closer to the Sector for Accommodation in the Center, 'in order to become a professional and responsible institution in service of the students'. Moreover, regarding this general priority, no specific activities are foreseen, nor are the documents that make provisions for the annual programs publicly available.

The fight against corruption is mentioned as a general priority in only one of the programs and the forming of a committee for accommodation control regarding reselling of beds, as well as respecting the house rules is envisaged (SSD, 2014). However, the forming or supporting of the potentially formed committee's work is not mentioned in the following years.

Field survey results

Sample description

The total tenant population in the dormitories is $N=2036$, from which $n=300$ examinees participated in the research, or 100 from each dormitory. In other words 14,7 % of the entire student tenant population in the dormitories participated in the research (10,5 % from “Stiv Naumov”, 16,58 % from “Goce Delcev” and 20,79 % from “Kuzman Josifovski-Pitu”). From 300 examinees that participated in the research, 54 % ($n=163$) are female and 46 % ($n=137$) are male. The average age of the examinees is 21,4 years ($M=21.393$, $SD=1.343$). The majority of students are second year of study (26,33 %; $n=79$), then third (25 %, $n=75$) and fourth year of study (23,67 %, $n=71$). A detailed overview of examinees’ year of study is given in Chart 4.

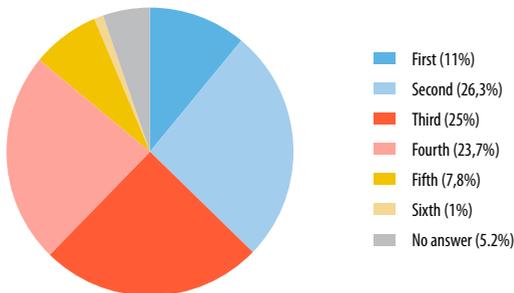


Chart 4: Detailed overview of the distribution of examinees according to the year of study

Regarding ethnicity, 94,35 % ($n=284$) of examinees declared themselves as Macedonian, 2,33 % ($n=7$) as Turks, 1 % ($n=3$) as Vlachs, 0,33 % ($n=1$) as Bosniaks and 1,99 % ($n=6$) stated that they belong to another ethnicity. The majority of examinees (87,33 %; $n=262$) stated a name of a city as their place of origin, 5 % ($n=15$) stated a name of a village, whereas 7,67 % ($n=23$) did not answer the question about place of origin. Almost one third of the examinees (32,44 %; $n=97$) have been staying in the dormitory for two years, following are

examinees that have been staying in the dormitory for three years (22,07 %; n=66) and finally the examinees who are staying in the dormitory for the first time this academic year (21,4 %; n=64). A detailed overview of the number of years the examinees have been staying in the dormitory is given in Chart 5.

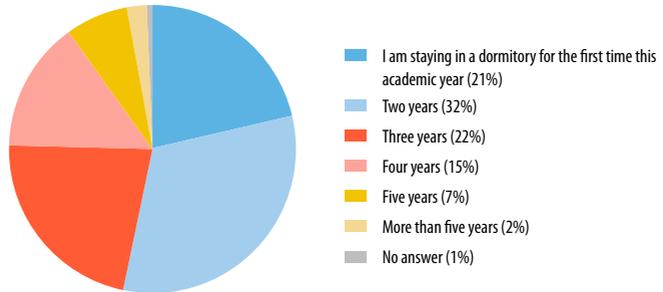


Chart 5: Detailed overview of the distribution of examinees according to the number of years they have been staying in the dormitory

The majority of examinees (72,09 %; n=217) have not stayed in a dormitory before, compared to 27,91 % (n=84) of the examinees who have had such experience. From those examinees who have stayed in a dormitory before, the majority (67,9 %; n=55) have stayed for one year. Chart 6 gives a detailed overview of the number of years spent in private accommodation for examinees with such experience.

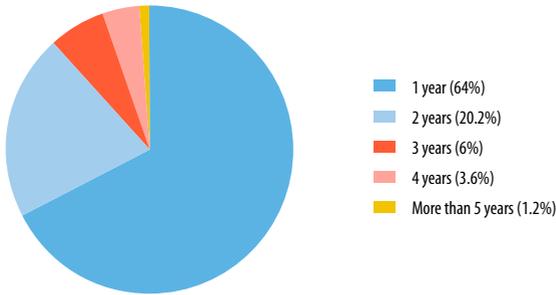


Chart 6: Detailed overview of the distribution of examinees who have stayed in private accommodation, according to the number of years they stayed in private accommodation (n=84)

Most of the examinees (56,15 %; n=169) do not know whether they would stay in private accommodation in the future. Chart 7 gives a detailed overview of examinees' opinions.

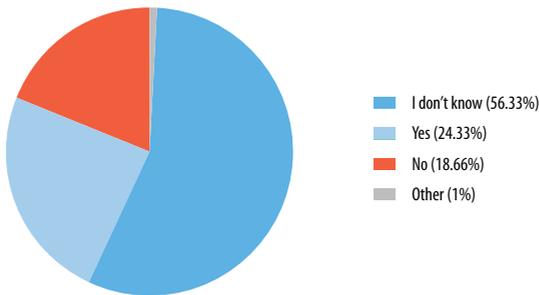


Chart 7. Detailed overview of the distribution of examinees according to their answers to the question "Would you stay in private accommodation in the future?"

Quality of life in dormitories

On a scale of 1-“very bad” to 5-“excellent”, the examinees rated the general quality of life in the dormitories with an average rating of 2,93 (M=2,93; SD=0,99). The average rating for the living standard in “Stiv Naumov” is M=2,51 (SD=0,93), in “Goce Delcev” it is M=3,79 (SD=0,7), and in “Kuzman Josifovski-Pitu” it is M=2,5 (SD=0,73). A detailed overview of the distribution of ratings is given in Chart 8.

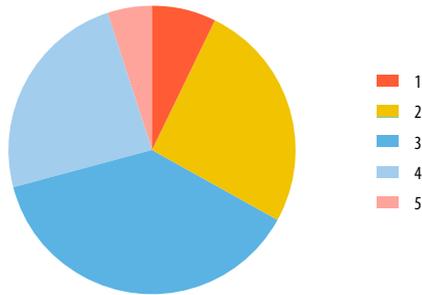


Chart 8. Detailed overview of the distribution of ratings of the general quality of life in dormitories

According to the examinees, the three most important issues the student tenants face in dormitories are: the poor living conditions in the dormitories, lack of learning means and facilities, and lack of sport and cultural activities. A detailed overview of examinees' answers is given in Chart 9.

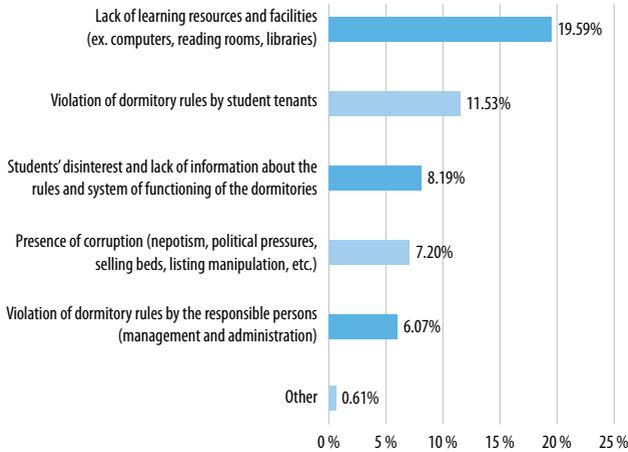


Chart 9. Detailed overview of examinees' answers to the question "What are the three most important issues that the student tenants face in the dormitory where you are staying?"¹¹

11 Up to three answers from the listed options were allowed.

The students chose the following as main reasons for deciding to stay in a dormitory: lack of finances for private accommodation and low price of accommodation in the dormitories. A detailed overview of the reasons why the examinees decided to stay in a dormitory is given in Chart 10.

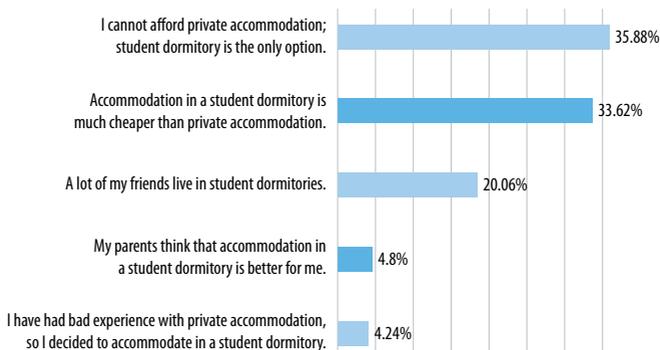


Chart 10. Detailed overview of examinees' answers to the question "What are the reasons you decided to stay in a dormitory?"¹²

Rate the quality of the below mentioned aspects of living in the dormitory where you are staying. In the dormitory where I am staying...

Asked about individual aspects of living standards in the dormitories, the students gave an average rating of 2,39 ($M=2,39$; $SD=0,65$). The following aspects of living standards in the dormitories received the lowest average rating: regular emergency preparedness exercises in case of fire, earthquake, flood and similar accidents/disasters ($M=1,59$), cultural activities in the dormitory ($M=1,61$), availability of stable Internet connection ($M=1,69$), availability of medical care and services ($M=1,83$) and learning aids ($M=1,87$). The following aspects of living standards in the dormitories received the highest average rating: furniture ($M=3,94$), availability of hot water ($M=3,13$), individual rooms for housing ($M=3,12$), common rooms (3,03) and general student safety ($M=2,94$). The following aspects are rated as the most inaccessible in the dormitories: regular emergency preparedness exercises in case of fire, earthquake, flood and similar accidents/disasters (rated as unavailable by $n=126$ examinees), learning aids ($n=122$), medical care and services ($n=121$), cultural activities in the dormitory ($n=120$) and stable Internet connection ($n=109$). Table 3 presents the distributions of examinees' answers to each aspect on quality of life in

12 Several answers were allowed.

the dormitories that were included in this research. A detailed overview of the average ratings of all aspects of quality of life that were included in this research, collectively and for each dormitory separately, is given in Table 3.

In the dormitory where you are staying, what is the quality of ...	1	2	3	4	5	6=It does not exist/ is not available in the dormitory where I am staying
Thermal insulation and heating?	19,67%	21,33%	25,67%	18,33%	13%	2%
Offered food? (ex. quantity of meals, variety)	40,33%	28,33%	22,33%	4,33%	3,33%	1%
Sound insulation?	40,67%	26,33%	14%	9,33%	3,67%	6%
Availability of hot water? (ex. Is it available 24 hours?)	8,33%	24%	29,67%	19,33%	17%	1,67%
Furniture? (ex. Is it well kept, functional, etc.)	3%	5,67%	18,67%	38,33%	32,67%	1,67%
Hygiene?	32%	24,33%	23,33%	12,67%	6,67%	1%
Learning facilities? (ex. reading rooms and libraries)	17%	23,67%	29%	13%	16%	1,33%
Learning aids? (ex. computers, printers and photocopy machine)	32%	12,67%	8,33%	3,33%	3%	40,67%
Availability of stable Internet connection? (ex. Is the Internet connection stable and regularly available?)	42,33%	9,33%	5%	3,67%	3,33%	36,33%
Individual rooms?	13,33%	13,33%	25,67%	21,33%	16%	8,33%
Common rooms?	12,33%	15,67%	35,33%	17,67%	12,67%	6,33%
Toilets?	46%	24,33%	12%	9,33%	6,67%	1,67%
Elevators? (ex. functionality, safety, etc.)	23%	26,67%	18,33%	7,67%	3,33%	21%
General student safety?	16,67%	14,67%	33,67%	20,67%	10,67%	3,67%
Availability of medical care (doctor and/or nurse)?	32%	13,67%	8%	4%	2%	40,33%
Fire extinguishers and water hoses?	29,33%	14%	18,33%	8,67%	7,67%	22%
Regular emergency preparedness exercises in case of fire, earthquake, flood and similar accidents?	36,33%	13,33%	5%	2,33%	1%	42%
Cultural activities in the dormitory? (ex. film screenings, exhibitions, plays)	36%	14,33%	7%	2,33%	0,33%	40%
Availability of sports ground and sport activities in the dormitory?	31%	17,33%	15%	3,67%	1,33%	31,67%

Table 3: Detailed overview of the distribution of examinees' answers to the question "On a scale of 1-"very bad" to 5-"excellent", rate the quality of the below mentioned aspects of living in the dormitory where you are staying. In the dormitory where you are staying, what is the quality of..."

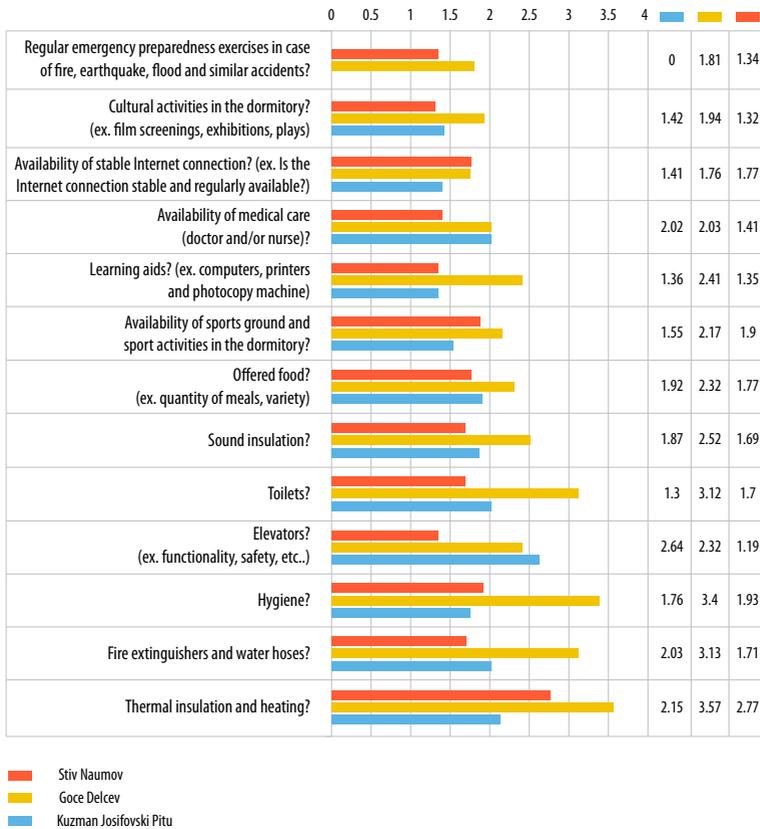


Chart 11. Detailed overview of the average ratings of all aspects of living standards that were include in this research, presented collectively and for each dormitory separately

Following are the most commonly chosen main reasons for the state of the dormitories, explained by the examinees' ratings: low level of care for the ongoing maintenance and hygiene in the dormitories from the students themselves, lack of finances for improving the living conditions and the perception about the low level of interest among authorities to improve the living conditions in the dormitory. A detailed overview of the reasons for the state of the dormitories, according to the examinees, is given in Chart 12.

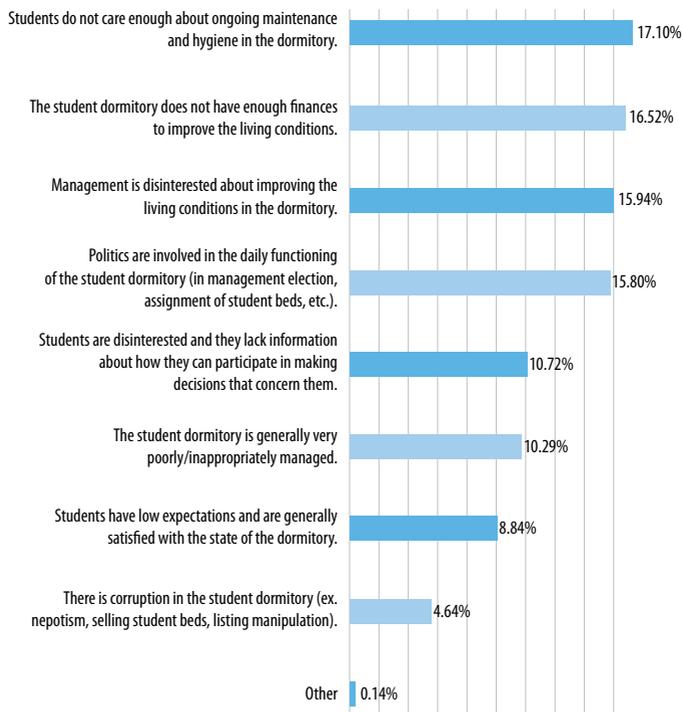


Chart 12. Detailed overview of examinees' answers to the question "In your opinion, what are the main reasons for the state of the dormitory that you explained above?"¹³

According to the examinees, in order to improve the living conditions in the dormitories, it would be best to increase the finances for renovating the dormitory and for improving the quality of life, to organize actions to clean and improve the surroundings, and to introduce new contents/activities in

13 Only three answers were allowed.

the dormitories. Chart 13 gives a detailed overview of examinees' opinions about the necessary steps that need to be taken in order to improve the living conditions in the dormitories.

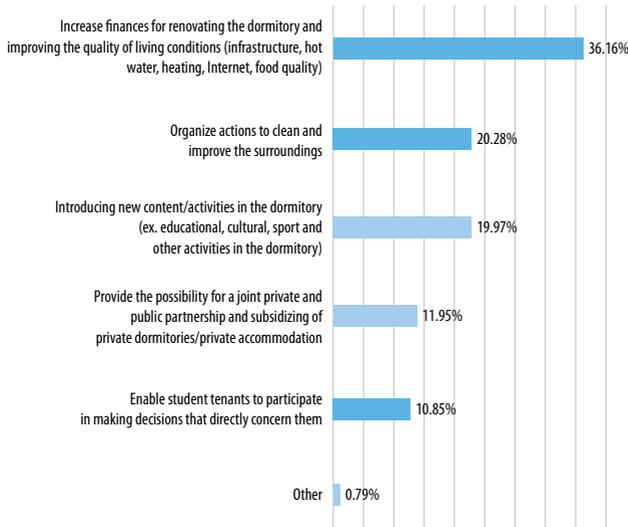


Chart 13. Detailed overview of examinees' answers to the question "In your opinion, what needs to be done in order to improve the living conditions in the dormitory where you are staying?"¹⁴

Student participation in decision making processes regarding the quality of life in the dormitories

The majority of examinees (91,67 %; n=275) have never been included in decision making processes of the dormitories where they are staying regarding questions that concern them as student tenants. Only 8,33 % of the examinees (n=25) have so far had this type of experience on topics related with hot water, heating and food variety.

Only three of the examinees have mentioned specific mechanisms through which they were included in the decision making processes: meeting with authorities, protest and work actions organized by YEF. Chart 14 gives a detailed overview of the experiences of examinees (n=25) who have been included in the decision making processes that concern them as student tenants.

¹⁴ Only three answers were allowed.

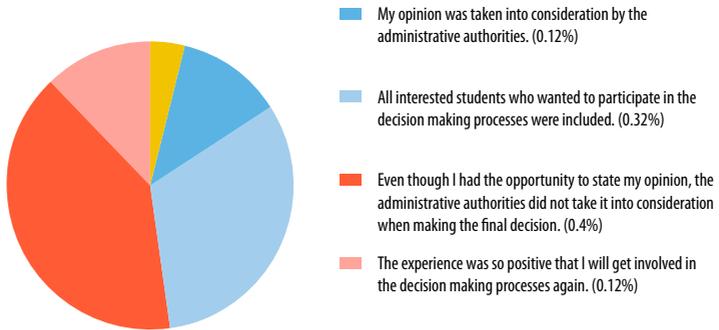


Chart 14. Detailed overview of examinees' answers to the question "What was your experience like when you were included in the decision making processes?", intended for examinees who previously stated that they have been involved in the decision making processes (n=25).

When it comes to the reasons why students were never included in the decision making processes regarding issues that concern them as student tenants, the majority of examinees pointed to a lack of such an engagement, being uninformed about the ways that they could get involved in decision making and the lack of trust that they could change something even if they get included in the decision making processes. Chart 15 gives a detailed overview of the reasons why examinees have so far never been included in the decision making processes regarding issues that concern them as student tenants.

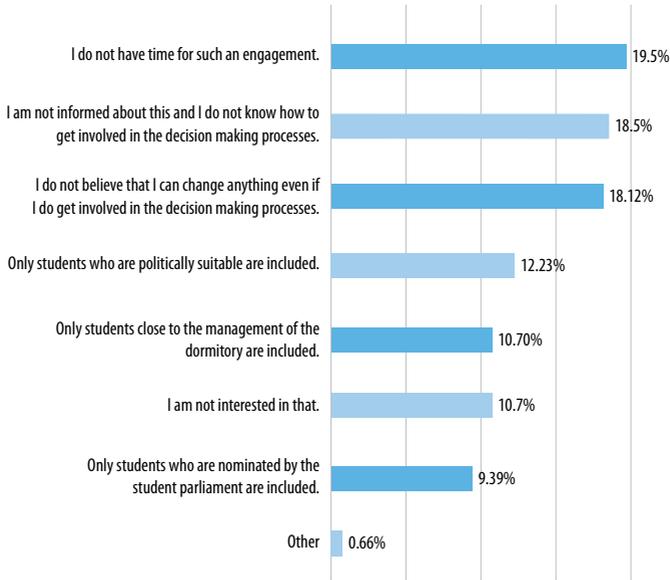


Chart 15. Detailed overview of examinees’ answers to the question “What are your reasons for not getting involved in the decision making processes in the dormitories where you are staying?”, intended for examinees who have so far never been included in the decision making processes (n=275).¹⁵

The majority of examinees (76 %; n=228) do not know who to talk to if they have an idea about a student activity that they would like to see happen in the dormitory where they are staying. The rest of the examinees (24 %; n=72) know who to talk to if they have such an idea. Chart 16 gives a detailed overview of examinees’ answers about whom they can talk to.

¹⁵ Only three answers were allowed.

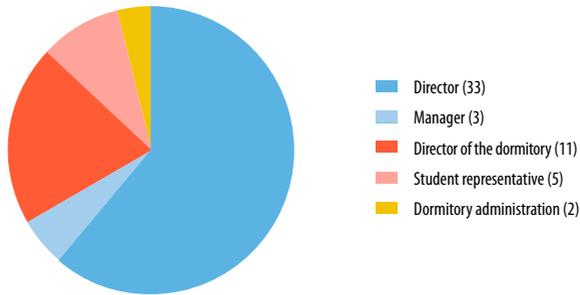


Chart 16. Detailed overview of examinees' answers to the open-ended question "Whom can you talk to if you have an idea about a student activity that you would like to see happen in the dormitory where you are staying?", intended for examinees who previously answered that they know whom they can talk to if they have an idea for a student activity (n=72).

One fourth of the examinees (24,67 %; n=74) do not know whom to talk to if they have problems in the dormitory (ex. faulty faucet, broken window, insufficient food, impaired safety, etc.). Most of the students (75,42 %; n=227) know whom to talk to if they have a problem in the dormitory. Chart 17 gives a detailed overview of examinees' answers about whom they can talk to.

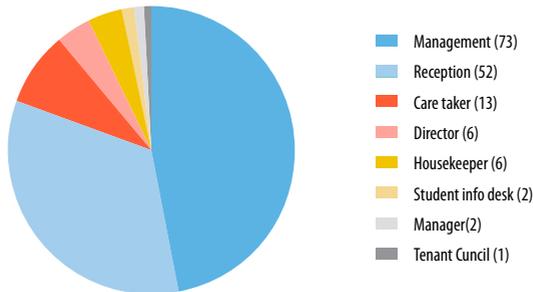


Chart 17. Detailed overview of examinees' answers to the open-ended question "Whom can you talk to if you have a problem in the dormitory?", intended for examinees who previously answered that they know whom they can talk to if they have a problem (n=227).

To the question of whether they know how the finances intended for the functioning of the dormitory are spent, the majority of examinees (93 %, n=279) answered negatively. On the other hand, from those that answered positively (7 %, n=21), only two examinees indicated that they stayed informed about how the money is spent from the bulletin board. All the other examinees (n=19) in answering the open-ended questions about where they get information on how the dormitory funds are spent share their perceptions about the spending of finances (original comments: *“The money goes in the directors pockets”*; *“For going out in restaurants”*; *“For personal use of the authorities in the dormitory”*; *“Old debts”*).

The following are the most often read documents connected to accommodation in the dormitories: the open call for student beds (read by 77,33 % of examinees, n=232), the contract to use the services of the dormitory where they are staying (read by 71 % of examinees, n=213) and the house rules of the dormitory where they are staying (read by 60 % of examinees, n=180). On the other hand, the majority of examinees do not know that there exist documents as are the annual report on the operation of the dormitory (50 %; n=150), annual program about the operation of the dormitory (49,33 %; n=148) and the financial report about the operation of the dormitory (45,67 %; n=137). A detailed overview of examinees' answers regarding each document included in this research is given in Table 4.

Name of the document	I have read it	I have not read it, but I know it exists	I have not read it and I do not know that it exists
Rulebook of the dormitory where you are staying	51,67%	31%	17,33%
Statute of the dormitory where you are staying	28,67%	39%	32,33%
Law on Student Standard	17,33%	42%	40,67%
Open call for student beds	77,33%	12,67%	10%
Annual program about the operation of the dormitory where you are staying	14,33%	36,33%	49,33%
Contract to use the services of the dormitory where you are staying	71%	18,33%	10,67%
House rules of the dormitory where you are staying	60%	23%	17%
Annual report on the operation of the dormitory where you are staying	11%	39%	50%
Financial report on the operation of the dormitory where you are staying	11,33%	43%	45,67%

Table 4. Detailed overview of the distribution of examinees' answers to the question "Which of these documents have you read?"

In order to check to what level the students are familiar with the basic authorities that exist in the state student dormitories, the examinees were given a question in which they had to choose the authorities that exist in the dormitories according to the information they have. They were given a list with ten options which is available in Appendix 1. The most commonly chosen answers were Director of SSD “Skopje”, manager of the dormitory where they are staying and Manager of SSD “Skopje”. From the options given, the first two of the examinees’ answers are stipulated in the legislation, whereas the third authority does not exist. Chart 18 gives a detailed overview of the frequency of choosing each of the options offered.

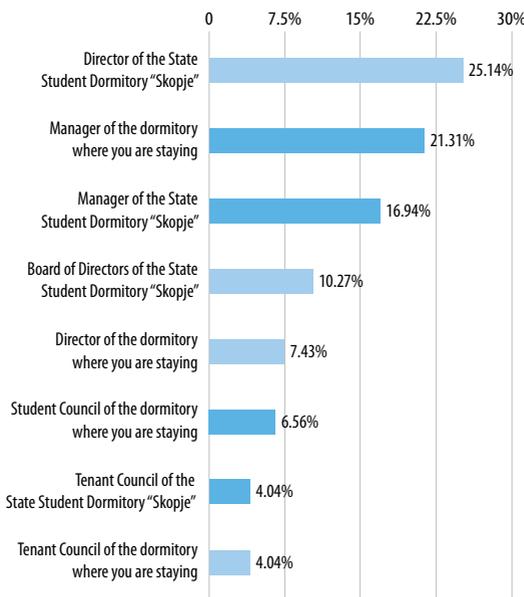


Chart 18. Detailed overview of the frequency with which examinees chose the offered options as an answer to the question “As far as you know, which of the following authorities exists in the State Student Dormitory “Skopje” and the dormitory where you are staying?”¹⁶

¹⁶ Several answers were allowed.

Perception about corruption in dormitories

The majority of examinees (60 %; n=180) have not noticed any corruption in the dormitory where they are staying, whereas the rest (40 %; n=120) have noticed corrupt practices. There are no differences among the dormitories regarding this topic.

When asked about their own personal experience with corrupt practices, the examinees indicated the following as the most common occurrences of corruption that they had personal contact with: using connections or personal acquaintances to get a student bed, privileges and/or better treatment in the dormitory and irregularities in applying, allocating and getting a bed and room in the dormitory. As most common corrupt practices that the examinees have heard of from someone else (i.e. they know someone to whom that has happened) are using connections or personal acquaintances to get a student bed, privileges and/or better treatment in the dormitory, predetermination or assignment of student beds to members of political parties, as well as experience with irregularities in applying, allocating and getting a bed and room in the dormitory. The following are practices that the students are less familiar with: experience with influencing, pressurizing and/or threatening student tenants by members of the Tenant Council in the dormitory in order to gain certain benefit, irregularities in the election of members of the Tenant Council in the dormitory, as well as experience with influencing, pressurizing and/or threatening student tenants by political parties in order to gain certain benefit. A detailed overview of the distribution of examinees' answers is given in Table 5.

	This has happened to me	I know someone to whom this has happened	I am not familiar with this practice
Using connections or personal acquaintances to get a student bed, privileges and/or better treatment in the dormitory	19,94 %	57,59 %	22,47 %
Giving money, gifts and/or services to authorities in order to get a student bed, privileges and/or better treatment in the dormitory	8,47 %	36,81 %	54,72 %
Influencing, pressurizing and/or threatening student tenants by political parties in order to gain certain benefit	10,06 %	33,12 %	56,82 %
Influencing, pressurizing and/or threatening student tenants by members of the Tenant Council in the dormitory in order to gain certain benefit	6,62 %	26,49 %	66,89 %
Predetermination or assignment of student beds to members of political parties	11,76 %	55,23 %	33,01 %
Predetermination or assignment of student beds to members of the Student Parliament	10,23 %	40,59 %	49,17 %
Irregularities in the election of members of the Tenant Council in the dormitory	7,62 %	33,11 %	59,27 %
Irregularities in applying, allocating and getting a bed and room in the dormitory	16,99 %	52,88 %	30,13 %

Table 5. Detailed overview of examinees’ answers to the question “Read the following practices carefully and put an X in the box(es) that corresponds to your experience.”¹⁷

When it comes to the personal opinion of the examinees about corrupt practices included in this research, the most common answers are that they would not participate in the stated practices and that they would be bothered if other people did. The practices for which this answer was most often given were: influencing, pressurizing and/or threatening student tenants by members of the Tenant Council in the dormitory in order to gain certain benefit (chosen by 77,67 % of examinees, n=233), influencing, pressurizing and/or threatening student tenants by political parties in order to gain certain benefit (chosen by 77 % of examinees, n=231), as well as predetermination or assignment of student beds to members of political parties (chosen by 73,33 % of examinees, n=220).

The following are among the most common corrupt practices that the examinees stated that they would not participate, but that they would not be bothered if other people did: using connections or personal acquaintances to get a student bed, privileges and/or better treatment in the dormitory (chosen

¹⁷ Several answers were allowed

by 26 % of examinees, n=78), predetermination or assignment of student beds to members of the Student Parliament (chosen by 26 %, n=78) and irregularities in the election of members of the Tenant Council in the dormitory (chosen by 22,33 %, n=67). Table 6 gives a detailed overview of examinees' answers regarding their personal opinion about corrupt practices included in the research.

	I would participate in this practice if I needed to	I would not participate in this practice, but I do not mind if others did	I would not participate in this practice and I do mind if others did
Using connections or personal acquaintances to get a student bed, privileges and/or better treatment in the dormitory	18,33 %	26 %	55,67 %
Giving money, gifts and/or services to authorities in order to get a student bed, privileges and/or better treatment in the dormitory	9,33 %	22 %	68,67 %
Influencing, pressurizing and/or threatening student tenants by political parties in order to gain certain benefit	5 %	18 %	77 %
Influencing, pressurizing and/or threatening student tenants by members of the Tenant Council in the dormitory in order to gain certain benefit	4,33 %	18 %	77,67 %
Predetermination or assignment of student beds to members of political parties	4,67 %	22 %	73,33 %
Predetermination or assignment of student beds to members of the Student Parliament	6,33 %	26 %	67,67 %
Irregularities in the election of members of the Tenant Council in the dormitory	6 %	22,33 %	71,67 %
Irregularities in applying, allocating and getting a bed and room in the dormitory	12 %	19,67 %	68,33 %

Table 6. Detailed overview of examinees' answers to the question "Read the following practices carefully and put an X in the box(es) that corresponds to your opinion."

When it comes to reporting corrupt practices to the authorities, the examinees mainly say that they do not know how they would react if they found out about such a practice. The practice that most of the examinees would report to the authorities is influencing, pressurizing and/or threatening student tenants by political parties in order to gain certain benefit, then they would report influencing, pressurizing and/or threatening student tenants by members of the Tenant Council in the dormitory in order to gain certain benefit, as well as giving money, gifts and/or services to authorities in order to get a student bed, privileges and/or better treatment in the dormitory. However, it is worth mentioning that as much as 53 % of examinees (n=159) answered that they would not report at least one of the corrupt practices included in this research

to the authorities. Table 7 gives a detailed overview of examinees’ answers about their personal opinion on reporting corrupt practices to the authorities.

	If I find out about such a practice, I would report it to the authorities	I would not report it to the authorities	I do not know how I would react if I find out about such a practice
Using connections or personal acquaintances to get a student bed, privileges and/or better treatment in the dormitory	35 %	25 %	40 %
Giving money, gifts and/or services to authorities in order to get a student bed, privileges and/or better treatment in the dormitory	34,67 %	23,67 %	41,67 %
Influencing, pressurizing and/or threatening student tenants by political parties in order to gain certain benefit	28,67 %	31,67 %	39,67 %
Influencing, pressurizing and/or threatening student tenants by members of the Tenant Council in the dormitory in order to gain certain benefit	28,67 %	27,33 %	44 %
Predetermination or assignment of student beds to members of political parties	28,33 %	30,33 %	41,33 %
Predetermination or assignment of student beds to members of the Student Parliament	28 %	29 %	43 %
Irregularities in the election of members of the Tenant Council in the dormitory	27 %	29 %	44 %
Irregularities in applying, allocating and getting a bed and room in the dormitory	24,67 %	34 %	41,33 %

Table 7. Detailed overview of examinees’ answers to the question “Read the following practices carefully and put an X in the box(es) that corresponds to your personal opinion about reporting corrupt practices to the authorities.”

The examinees who answered “I would not report it to the authorities” at least once were asked an additional question about their reasons for not reporting corruption. The most common reasons that examinees indicate for not reporting corruption are firstly that it would not change anything, secondly due to fear that reporting corruption might lead to them losing the student bed and thirdly because they do not know where to report corruption. Chart 19 gives a detailed overview of the reasons why examinees would not report corruption.

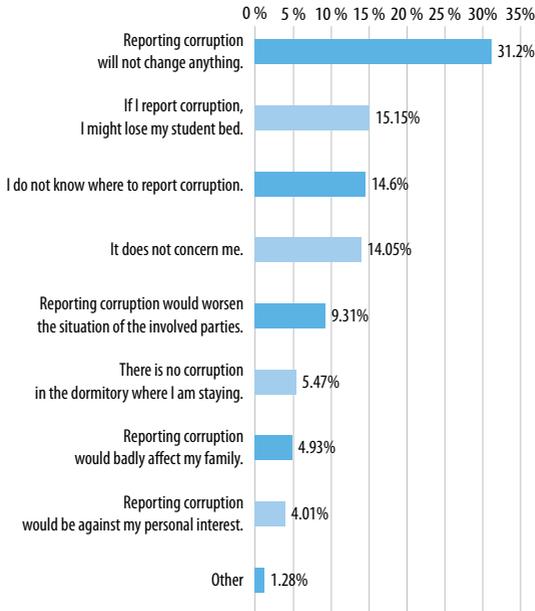


Chart 19. Detailed overview of examinees’ answers to the open-ended question “What are your reasons for not reporting corruption?”, intended for examinees who previously answered that they would not report at least one of the corrupt practices included in the research (n=159).¹⁸

To the question of whether they know where they can report corruption, the majority of examinees (89,33 %; n=268) responded that they do not know where to report corruption, whereas only 10,33 % (n=31) said that they did know. Chart 20 gives a detailed overview of examinees’ answers to the open-ended question about where they can report corruption.

¹⁸ Several answers were allowed.

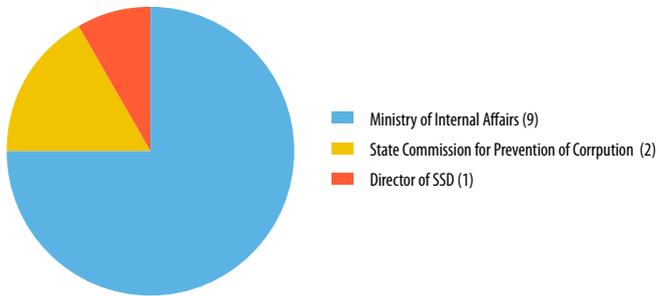


Chart 20. Detailed overview of examinees' answers to the open-ended question "Where can you report corruption?", intended for examinees who previously answered that they know where to report corruption (n=31).

The following are among the most common reasons the examinees listed for the existence of corruption in dormitories: little control over the authorities in the dormitory, lack of sanctions for corruption and the fact that with corruption the procedure for getting a student bed is completed faster. Chart 21 gives a detailed overview of examinees' answers about the reasons why there is corruption in dormitories.

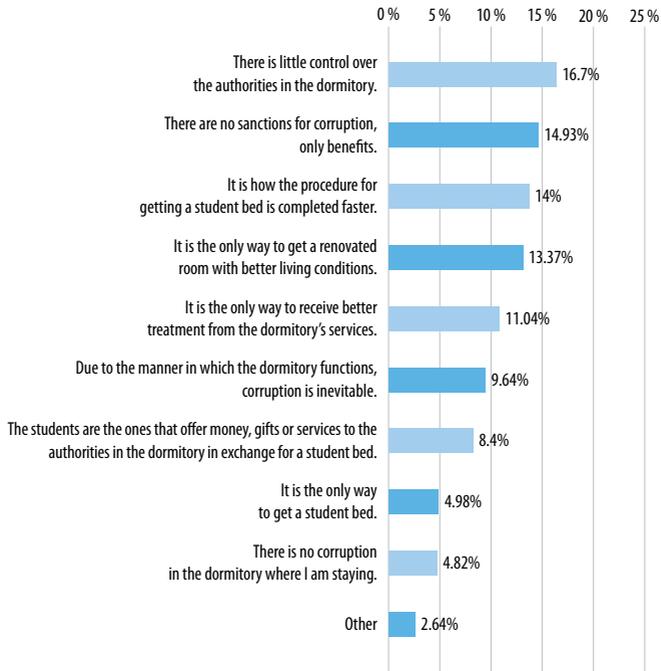


Chart 21. Detailed overview of examinees' answers to the open-ended question "In your opinion, what are the most common reasons for corruption in the dormitory where you are staying?"¹⁹

¹⁹ Several answers were allowed.

Discussion

The main purpose of this project was a more detailed and more comprehensive research of the student standards in the state student dormitories in Skopje, and it relied on two research approaches: an analysis of the legal framework and strategic documents and a field survey of a randomly selected sample of student tenants. This section provides insights from the authors following the results of both research approaches.

In order to contextualize all these findings, the fact that for 70 % of examinees, the crucial factor for deciding to accommodate in a dormitory was the low price for accommodation is of great importance. In other words, the students who decide to accommodate in a dormitory do so because they are not able to afford accommodation with better living conditions.

On a scale of 1 to 5, the average rating for the general quality of life in the dormitories is 2,93, which indicates the perception of low quality of life in the state student dormitories, as well as the low level of satisfaction among students regarding the living conditions present in the dormitories where they are staying.

Additionally, if we take into account the renovations completed in the past few years, the differences in the ratings on the quality of life are to be expected (2,5 for "Kuzman Josifovski-Pitu", 2,51 for "Stiv Naumov" and 3,79 for "Goce Delcev"). This expected difference in the average ratings for the three student dormitories also illustrates the practical differences in the living conditions in the dormitories. However, despite the differences in the ratings of the living conditions in the dormitories, the most important issues that the student tenants face are common to the entire sample. The poor living conditions in the dormitories, lack of learning resources and facilities and lack of sport and cultural activities are clearly identified as major areas of concern for student tenants. Similar to the single most important issues they face, the examinees prioritize the following as ways in which to improve the living standard in the dormitories: increase finances for renovating the dormitory and improving the quality of living conditions in the dormitory, organize actions to clean and improve the surroundings, and introduce new content/activities in the dormitory.

As aspects of student standard that would be a good starting point for improving the state of student dormitories, it is worth mentioning the aspects that were most often indicated as being completely unavailable in the dormitories: regular emergency preparedness exercises in case of fire, earthquake, flood and similar accidents; cultural activities in the dormitory; availability of stable Internet connection; medical care and services; as well as learning aids. However, of all the options provided, the students gave low

ratings or average ratings to the rest of the aspects included in the research as are availability of hot water and safety in the dormitory.

It is important to emphasize that apart from not having enough finances for improving the living conditions in dormitories and the perception about the low level of interest among authorities, the examinees most often indicate the low level of care for regular maintenance and hygiene in the dormitories on the part of the students themselves as main reasons for the low living standard in dormitories. In other words, there is a certain level of awareness about the students' contribution to improving the living standard in dormitories. However, this is often in conflict with their passiveness, being uninformed and/or disinterested as will be explored further in this discussion.

On the other hand, according to the legislation, the student dormitories are institutions that provide accommodation, food, healthcare, cultural, entertainment, sport and recreational activities. The analyzed documents (among which the legal framework, the work programs of SSD "Skopje" and the financial programs of the Government of the Republic of North Macedonia for the period 2010-2019) partially regulate the issues concerning the above mentioned categories, but information is lacking regarding the cultural, entertainment, sport and recreational activities. It is important to mention that according to the documents received, there is institutional awareness about the low student standard in the state student dormitories during the period 2013-2018. Similar to the priorities highlighted by the examinees in this research, the authorities of the state student dormitories emphasize the following in their strategic documents as main areas that need to be worked on: the need to improve the utility aspects, landscaping and purchase of new inventory, as well as educational and sport activities intended for student tenants. In other words, the state student dormitories are facing serious problems, as is evident in the annual programs of the dormitories which mainly focus on repairing the damage and purchasing basic items for the operation of the dormitories.

Nonetheless, even though in the strategic operation documents the necessity of improving the living conditions in the state student dormitories is often mentioned; the documents lack action plans with clearly defined activities, criteria for monitoring the improvement and an annual evaluation of the state of the dormitories (ex. the information about the sport activities are mainly regarding organizing annual sport competitions, but it is unclear whether conducting them would be enough to accomplish the priority goal in the field of sport activities for student tenants). These essential drawbacks in the strategic operation documents negatively influence the necessary continuity in the institutional work, as well as the possibility for internal and external assessment of the work of the state student dormitories.

Regarding the decision making processes and the student inclusion in them, it can be seen from the analyzed documents that the major player in the area of student dormitories is the Ministry of Education and Science,

which is in charge of all the main processes concerning admission of students in dormitories (collecting applications, creating lists for student admission, etc.). Furthermore, MES is also responsible for the election of authorities in the dormitory (i.e. the Director of SSD "Skopje"), as well as the adoption of rulebooks that regulate different aspects of the operation of dormitories in much more detail. The Board of Directors of SSD "Skopje" makes decisions which are of importance for the internal operation of the dormitories, such as annual plans for operation and financial strategies, suggestions for the price of accommodation and food, processing complaints of employees and students, etc. However, the decision about the general program for financing issues concerning student standard, as well as the price for a student bed is made by the Government of the Republic of North Macedonia.

According to the presented information, the students are included in the decision making processes through their representatives in the Student Admission Committee which is formed by MES, the boards of directors of the dormitories and the disciplinary committees of the dormitories. Moreover, the existence of tenant councils is also envisaged that will deal with matters which are of interest to students in dormitories, but they have no specifically defined jurisdictions in the received documents which negatively influences their formal and legal role in the decision making processes.

According to the answers received from SSD "Skopje", a student was also included in each of the board of directors of SSD "Skopje" during the period 2009-2019. Each subsequent year, the student member was the President of the Student Parliament at UKIM, apart from in 2016 and 2017. In 2013, the Board of Directors included two students from which one was the ongoing and the other a former President of SPUKM. According to this, it can be concluded that the basic conditions for participation of students in the decision making processes are legally met, but due to lack of publicly available information presented by SPUKM and SSD "Skopje", it is difficult to assess the work of the student representatives and their efforts.

We asked SSD "Skopje" for the lists of members of the tenant councils during the period 2009-2019, but we received results for only 2013, 2014 and 2016. It is unknown whether such bodies existed in the dormitories in the other years and how they functioned. Furthermore, due to lack of transparent operation of SPUKM (Aleksoski et al., 2015), it is unknown which specific activities were undertaken by the tenant councils in the dormitories. Considering the events in past years regarding the student movement "Student Plenum" and the questioning of the legitimacy of the student representative organization SPUKM (more on this topic in Zdravkovska and Barlakovski, 2016; Aleksoski et al., 2015), which has so far delegated the representatives in the administrative bodies of SSD "Skopje" and also organized the work of the tenant councils in the dormitories, as well as the processes for changing the legislation which defines the form of student representative organization, there are no established

tenant councils in SSD “Skopje” for the academic years 2017/2018 and 2018/2019 (Radio MOF, 2019).

The findings from the field survey regarding student participation in the decision making processes that directly concern the students in the dormitories additionally complicate the picture regarding student participation. A high percentage of 92 % of examinees said that they have never participated in decision making processes regarding the living conditions in the dormitories, and as a reason for this they most often point to the lack of time for such an engagement, being uninformed about the mechanisms for participation and lack of trust that something would change even if they did get involved in the decision making processes. Similarly, 76 % of the examinees do not know who to address if they have an idea about a student activity that they would like to happen in the dormitory where they are staying. On the other hand, 76 % of the examinees know who to talk to if they have a problem in the dormitory, and they most often list the authorities or the porters. These three data indicate a passive role on the part of the students who, on one hand, do not get involved in the decision making processes and do not know where they can suggest an idea about a student activity, but know where/whom to talk to if they need to solve a problem that they have. As regards the level of student tenants being informed about the functionality of the dormitory, the results again point to a low level of interest. 93 % do not know how the finances intended for the functioning of the dormitory are spent, and more than 70 % of the examinees have low basic knowledge regarding the administrative authorities that function as part of the state student dormitories and are responsible for the operation of dormitories.

On the subject of corruption in the student dormitories, the legal acts about student dormitories, as well as the documents that regulate the work of the state student dormitories do not offer provisions for prevention or prohibition of corrupt practices. In other words, in case of corrupt practices, the provisions from the Criminal Code and the Law on Prevention of Corruption are applicable. As a topic, corruption is mentioned only once in the work program of SSD “Skopje” for 2014 where the formation of a committee for prevention of selling beds is envisaged, which points to the fact that there were corrupt practices and dishonest acts noticed in the dormitories and the authorities decided to take actions against this. However, it is unknown whether this committee was formed and what activities they undertook. It is not mentioned in the work programs for the following years.

According to the data from the field survey, 40 % of examinees noticed corruption in the dormitory where they are staying. Moreover, even though 60 % of examinees state that they have not noticed corruption in the dormitory where they are staying, when the examinees were asked about specific occurrences of corruption and dishonesty, the data paint a different picture. More than a third of examinees know someone to whom this has happened. These data show that students have limited knowledge of the word “corruption”

and it does not include certain practices (even though, according to the Macedonian legislation they are punishable by law).

A positive trend are the claims of more than 70 % of examinees that they would not participate in the corrupt practices included in this research and that they would be bothered if other people participated in corrupt practices as are influencing, pressurizing and/or threatening student tenants by members of the Tenant Council in the dormitory in order to gain certain benefit, as well as predetermination or assignment of student beds to members of political parties.

Contrary to this, 20-25 % of examinees would not participate in some of the corrupt practices included in this research, but they would not be bothered if other people did (using connections or personal acquaintances to get a student bed, privileges and/or better treatment in the dormitory; predetermination or assignment of student beds to members of the Student Parliament, and irregularities in the election of members of the Tenant Council in the dormitory). When it comes to reporting corruption to the authorities, as much as 89 % of examinees do not know where they could report corruption, and as much as 53 % of examinees answered that they would not report at least one of the corrupt practices included in this research to the authorities.

The examinees indicated that they do not believe that reporting corruption would change anything and that they do not know where to report corruption as the main reasons for not reporting corruption. An alarming fact is the high percentage of students who would not report corruption due to fear of losing their student bed. A lot of the students answered that they would also not report corruption because it does not concern them, which shows disinterest among students regarding the fight against corruption in their surroundings. One of the potential explanations is that their passive attitude is the result of low level of trust that things might change or the fear of losing a student bed. From the answers received, it can be noticed that students have high level of tolerance when it comes to nepotism (i.e. using connections or personal acquaintances to gain certain benefits), but not so when it comes to bribery.

The student tenants who participated in the research indicate the little control over the authorities in the dormitories and the lack of sanctions for corruption (which is directly linked to the lack of information regarding the work of SSD "Skopje" in the field of corruption, as explained above), as well as the need for corruption in order for the procedure for getting a student bed to be completed faster as the main reasons for the presence of corruption in the student dormitories.

Conclusion

Through this research, which is based on an analysis of the legal framework and strategic documents and a field survey of a randomly selected sample of student tenants, YEF is contributing to the assessment of the conditions, as well as the students' needs. As key findings we can emphasize the relatively low average rating (2,93 on a scale of 1 to 5) of the general quality of life in the state student dormitories, with expected differences for each of the dormitories due to the renovations in the past few years. What is even more important is the overlap in terms of the priorities for improving the student standard in the dormitories among the authorities and the students, but the drawbacks of the strategic documents do not allow for a quality conducting, monitoring and assessment of the improvements in the field of student standard. When it comes to student participation, the analyzed documents point to an existence of minimal conditions for achieving student participation, but due to lack of information in the past years it is impossible to make a more in-depth analysis.

On the other hand, the findings from the field survey of student tenants indicate a low level of awareness and interest among students. On the topic of corruption, it is necessary to highlight that there are indications that the authorities of the state student dormitories have noticed corrupt practices in the dormitories, but there is no information regarding the activities in this field on the part of the authorities.

Finally, according to the findings from the field survey, the majority of students do not know where to report corruption and they would not report at least one of the corrupt practices included in this research.

Recommendations

Recommendations for short-term measures

- The State Student Dormitory-“Skopje”, in cooperation with the competent institutions, should do a thorough assessment of the living conditions in the dormitories, after which a detailed plan for improving the quality of student standard will be prepared;
- The Government of the Republic of North Macedonia should provide finances from the state budget for improving the quality of living conditions in the dormitories;
- The Ministry of Education and Science should regularly conduct the planned public procurements relating to capital investments as are the refurbishing of homes, buying equipment, renovating the canteens, etc.;
- The State Student Dormitory-“Skopje” should streamline the statute and the internal acts in accordance with the amendments to the Law on Student Standard;
- The State Student Dormitory-“Skopje” should increase the level of transparency towards the students and the general public by making all its documents available to the public (statutes, rulebooks, etc.);
- The State Student Dormitory-“Skopje”, in cooperation with the Ministry of Education and Science, should prepare programs for informal education that will be conducted in the dormitories;
- The State Student Dormitory-“Skopje”, in cooperation with the Agency of Youth and Sports, should create programs for sports and sport activities;
- The State Student Dormitory-“Skopje”, in cooperation with the Ministry of Education and Science, should encourage and support the cultural education of student tenants by providing regular (free) visits to cultural and artistic institutions and events;
- In the academic year 2019/2020, the State Student Dormitory-“Skopje” should establish conditions for fair and transparent elections of tenant councils in all three dormitories and the formation of a Tenant Council at the level of SSD;
- The State Student Dormitory-“Skopje” should determine an appropriate model through which the tenant councils would delegate students to the decision making bodies in the dormitory;
- The State Student Dormitory-“Skopje” should establish a modernized system for maintaining complete student documentation that will contain the basic demographic information so that they can be used for future research regarding the student standard;
- The State Student Dormitory-“Skopje” should establish modern channels (ex. e-mail) of communication with the students which will be used as a central information point for all tenants in the dormitories;
- From the following academic year, when signing the contract for a student bed, the students should receive complete documentation on SSD “Skopje” which will include

a code of conduct, rulebooks and work programs, as well as a guidebook on tenants' rights and obligations;

- Inclusion of students in activities for enhancing and improving the surroundings in and around the dormitories;
- Organizing meetings with the institutions that protect students from corrupt practices (ex. the Ministry of Internal Affairs, the State Education Inspectorate, etc.), so that the students are more informed and have greater trust in them.

Recommendations for long-term measures

- The State Student Dormitory-“Skopje” should provide the necessary resources for conducting the programs for (in)formal education in the dormitories, the programs for sport and sport activities, as well as their monitoring, evaluation and revision;
- The State Student Dormitory-“Skopje” should continually work on improving and modernizing the quality of living conditions in the dormitories and the services offered to the student tenants;
- The State Student Dormitory-“Skopje” should regularly inform the student tenants about activities undertaken by the management;
- The State Student Dormitory-“Skopje” should work on building the capacities of tenant councils in terms of forming opinions, their representation and lobbying in the decision making bodies;
- The State Student Dormitory-“Skopje” should continually work on the tenants being more informed about the internal functioning of the dormitory, as well as the possible forms of corruption and the mechanisms for reporting corruption to the authorities (ex. by conducting trainings/meetings with the tenants in the dormitories, preparing information materials, etc.);
- The State Student Dormitory-“Skopje”, in cooperation with the Agency of Youth and Sports, should work on equipping and adjusting rooms, sports ground and/or sports halls for the tenants;
- Diversification of the dormitory's annual programs and improving the systematized approach to the project proposals for each separate unit;
- Preparing action plans for work that will follow the general proposals in the annual programs and will continually monitor the undertaken activities in order to meet the objectives;
- Organize informative campaigns on the types, effects and ways of preventing various kinds of corrupt practices, in cooperation with the State Education Inspectorate, the State Committee for Prevention of Corruption and the non-governmental sector;
- The State Student Dormitory-“Skopje” should prepare and conduct annual evaluations of tenants' experiences and opinions, as well as regularly consult with them. The data from the evaluations and consultations should constantly be used to prepare strategic documents for the dormitories;
- Frequent inspection of the work of the responsible persons and appropriate application of the legislation in cases when they commit dishonest acts.

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Appendix 1

QUESTIONNAIRE ABOUT THE STUDENT DORMITORIES

The Youth Educational Forum is conducting a research that encompasses the quality of life in student dormitories, student participation in the decision making processes that concern them, as well as students' perception about corruption in the student dormitories. This research analyses the students' experiences and perceptions on these topics, as well as the mechanisms available to the students for improving their state. It will take you 15 minutes to fill out the questionnaire. Your participation is anonymous and voluntary; the answers will be analyzed in groups and will serve exclusively for research purposes. We thank you in advance for your cooperation.

QUESTIONS CONCERNING THE QUALITY OF LIFE IN STUDENT DORMITORIES

1. In general, how would you rate the quality of life in the student dormitory where you are staying?

very bad=1

2

3

4

5=excellent

2. What are the three most important issues that student tenants face in the student dormitories where they are staying?

Up to three answers are allowed.

- a) Lack of cultural and sport activities
- b) Poor living conditions in the dormitory (ex. furniture, hygiene, heating, hot water, food, etc.)
- c) Lack of learning resources and facilities (ex. computers, reading rooms, libraries)
- d) Presence of corruption (nepotism, political pressures, selling beds, listing manipulation, etc.)

- e) Students' disinterest and lack of information about the rules and system of functioning of the dormitories
- f) Violation of dormitory rules by the responsible persons (management and administration)
- g) Violation of dormitory rules by student tenants
- h) Other:

3. What was crucial for your decision to accommodate in a student dormitory?

- a) Even though I can afford private accommodation, accommodation in a student dormitory is much cheaper.
- b) I cannot afford private accommodation; student dormitory is the only option.
- c) A lot of my friends live in student dormitories.
- d) My parents think that accommodation in a student dormitory is better for me.
- e) I have had bad experience with private accommodation, so I decided to accommodate in a student dormitory.
- f) Other:

4. On a scale of 1= "very bad" to 5= "excellent", how would you rate the quality of the following aspects of living in the student dormitory where you are staying?

In the dormitory where you are staying, what is the quality of ...	1	2	3	4	5	6=It does not exist/ is not available in the dormitory where I am staying
Thermal insulation and heating?	1	2	3	4	5	6
Offered food? (ex. quantity of meals, variety)	1	2	3	4	5	6
Sound insulation?	1	2	3	4	5	6
Availability of hot water? (ex. Is it available 24 hours?)	1	2	3	4	5	6
Furniture? (ex. Is it well kept, functional, etc.)	1	2	3	4	5	6
Hygiene?	1	2	3	4	5	6
Learning facilities? (ex. reading rooms and libraries)	1	2	3	4	5	6
Learning aids? (ex. computers, printers and photocopy machine)	1	2	3	4	5	6
Availability of stable Internet connection? (ex. Is the Internet connection stable and regularly available?)	1	2	3	4	5	6

Individual rooms?	1	2	3	4	5	6
Common rooms?	1	2	3	4	5	6
Toilets?	1	2	3	4	5	6
Elevators? (ex. functionality, safety, etc..)	1	2	3	4	5	6
General student safety?	1	2	3	4	5	6
Availability of medical care (doctor and/or nurse)?	1	2	3	4	5	6
Fire extinguishers and water hoses?	1	2	3	4	5	6
Regular emergency preparedness exercises in case of fire, earthquake, flood and similar accidents?	1	2	3	4	5	6
Cultural activities in the dormitory? (ex. film screenings, exhibitions, plays)	1	2	3	4	5	6
Availability of sports ground and sport activities in the dormitory?	1	2	3	4	5	6

5. In your opinion, what are the main reasons for the condition of the student dormitory that you described above?

Up to three answers are allowed.

- a) The student dormitory is generally very poorly/inappropriately managed.
- b) The student dormitory does not have enough finances to improve the living conditions.
- c) Politics are involved in the daily functioning of the student dormitory (in management election, assignment of student beds, etc.).
- d) There is corruption in the student dormitory (ex. nepotism, selling student beds, listing manipulation).
- e) Students are disinterested and they lack information about how they can participate in making decisions that concern them.
- f) Students do not care enough about ongoing maintenance and hygiene in the dormitory.
- g) Students have low expectations and are generally satisfied with the state of the dormitory.
- h) Management is disinterested about improving the living conditions in the dormitory.
- i) Other: -----

6. In your opinion, what should be done to improve the living conditions in the dormitory where you are staying?

Up to three answers are allowed.

- a) Increase finances for renovating the dormitory and improving the quality of living conditions (infrastructure, hot water, heating, Internet, food quality)
- b) Introducing new content/activities in the dormitory (ex. educational, cultural, sport and other activities in the dormitory)
- c) Organize actions to clean and improve the surroundings
- d) Provide the possibility for a joint private and public partnership and subsidizing of private dormitories/private accommodation
- e) Enable student tenants to participate in making decisions that directly concern them
- f) Other: -----

QUESTIONS CONCERNING STUDENT PARTICIPATION IN DECISION MAKING PROCESSES REGARDING QUALITY OF LIFE IN DORMITORIES

1. Have you so far been involved in decision making processes in the dormitory where you are staying regarding issues that concern you as a student tenant?

- a) Yes (*state how and on what topic*) -----
- b) No

1.1 What was your experience like when you were included in the decision making processes?

- a) My opinion was taken into consideration by the administrative authorities.
- b) All interested students who wanted to participate in the decision making processes were included.
- c) Even though I had the opportunity to state my opinion, the administrative authorities did not take it into consideration when making the final decision.
- d) The experience was so positive that I will get involved in the decision making processes again.
- e) Other: -----

1.2 What are your reasons for not getting involved in the decision making processes in the dormitory where you are staying?

- a) I am not interested in that.
- b) I do not have time for such an engagement.

- c) I am not informed about this and I do not know how to get involved in the decision making processes.
- d) I do not believe that I can change anything even if I do get involved in the decision making processes.
- e) Only students close to the management of the dormitory are included.
- f) Only students who are politically suitable are included.
- g) Only students who are nominated by the student parliament are included.
- h) Other: _____

2. If you have an idea about a student activity that can take place within the dormitory, do you know whom to talk to about it?

- a) Yes (*state where/whom*) _____
- b) No

3. If you have a problem in the dormitory (ex. a faulty faucet, broken window, insufficient food, impaired safety, etc.), do you know whom to talk to about it?

- a) Yes (*state where/whom*) _____
- b) No

4. Do you know how the money intended for the functioning of the dormitory is spent?

- a) Yes (*specify where you get the information*) _____
- b) No

5. Which of the following documents have you read?

Name of the document	I have read it	I have not read it, but I know it exists	I have not read it and I do not know that it exists
Rulebook of the dormitory where you are staying			
Statute of the dormitory where you are staying			
Law on Student Standard			
Open call for student beds			
Annual program about the operation of the dormitory where you are staying			
Contract to use the services of the dormitory where you are staying			
House rules of the dormitory where you are staying			
Annual report on the operation of the dormitory where you are staying			
Financial report on the operation of the dormitory where you are staying			

6. As far as you know, which of the following authorities exist in the State Student Dormitory “Skopje” and the dormitory where you are staying?

Several answers are possible.

- a) Director of the State Student Dormitory “Skopje”
- b) Manager of the State Student Dormitory “Skopje”
- c) Board of Directors of the State Student Dormitory “Skopje”
- d) Supervisory Board of the State Student Dormitory “Skopje”
- e) Management Committee of the State Student Dormitory “Skopje”
- f) Manager of the dormitory where you are staying
- g) Director of the dormitory where you are staying
- h) Tenant Council of the State Student Dormitory “Skopje”
- i) Tenant Council of the dormitory where you are staying
- j) Student Council of the dormitory where you are staying

QUESTIONS CONCERNING THE PERCEPTION ABOUT CORRUPTION IN THE DORMITORIES

1. Have you noticed corruption in the dormitory where you are staying?

Corruption is defined as the abuse of office, public authority, official duty or position to gain any benefit for oneself or any other person (ex. financial gain, favors, etc.).

- a) Yes
- b) No

2. Read the text in the following boxes carefully and put an X in the box(es) that corresponds to your experience.

Several answers are possible.

	This has happened to me	I know someone to whom this has happened	I am not familiar with this practice
Using connections or personal acquaintances to get a student bed, privileges and/or better treatment in the dormitory			
Giving money, gifts and/or services to authorities in order to get a student bed, privileges and/or better treatment in the dormitory			
Influencing, pressurizing and/or threatening student tenants by political parties in order to gain certain benefit			
Influencing, pressurizing and/or threatening student tenants by members of the Tenant Council in the dormitory in order to gain certain benefit			
Predetermination or assignment of student beds to members of political parties			
Predetermination or assignment of student beds to members of the Student Parliament			
Irregularities in the election of members of the Tenant Council in the dormitory			
Irregularities in applying, allocating and getting a bed and room in the dormitory			

3. Read the following practices carefully and put an X in the box(es) that corresponds to your personal opinion.

	I would participate in this practice if I needed to	I would not participate in this practice, but I do not mind if others did	I would not participate in this practice and I do mind if others did
Using connections or personal acquaintances to get a student bed, privileges and/or better treatment in the dormitory			
Giving money, gifts and/or services to authorities in order to get a student bed, privileges and/or better treatment in the dormitory			
Influencing, pressurizing and/or threatening student tenants by political parties in order to gain certain benefit			
Influencing, pressurizing and/or threatening student tenants by members of the Tenant Council in the dormitory in order to gain certain benefit			
Predetermination or assignment of student beds to members of political parties			
Predetermination or assignment of student beds to members of the Student Parliament			
Irregularities in the election of members of the Tenant Council in the dormitory			
Irregularities in applying, allocating and getting a bed and room in the dormitory			

4. Read the following practices carefully and put an X in the box(es) that corresponds to your personal opinion about reporting corrupt practices to the anti-corruption authorities.

	If I find out about such a practice, I would report it to the authorities	I would not report it to the authorities	I do not know how I would react if I find out about such a practice
Using connections or personal acquaintances to get a student bed, privileges and/or better treatment in the dormitory			
Giving money, gifts and/or services to authorities in order to get a student bed, privileges and/or better treatment in the dormitory			
Influencing, pressurizing and/or threatening student tenants by political parties in order to gain certain benefit			
Influencing, pressurizing and/or threatening student tenants by members of the Tenant Council in the dormitory in order to gain certain benefit			
Predetermination or assignment of student beds to members of political parties			
Predetermination or assignment of student beds to members of the Student Parliament			
Irregularities in the election of members of the Tenant Council in the dormitory			
Irregularities in applying, allocating and getting a bed and room in the dormitory			

4.1 What are your reasons for not reporting corruption?

Several answers are possible; intended for examinees who answered that they would not report at least one of the corrupt practices included in this research.

- a) I do not know where to report corruption.
- b) Reporting corruption will not change anything.
- c) Reporting corruption would worsen the situation of the involved parties.
- d) Reporting corruption would be against my personal interest.
- e) Reporting corruption would badly affect my family.
- f) If I report corruption, I might lose my student bed.
- g) There is no corruption in the dormitory where I am staying.
- h) It does not concern me.
- i) Other: -----

5. Do you know the institution where you can report corruption in the dormitories?

Intended for examinees who did not previously answer that they do not know where to report corruption.

- a) I know: (*write where*)_-----
- b) I do not know

6. In your opinion, what are the most common reasons for corruption in the dormitory where you are staying?

Several answers are possible.

- a) It is the only way to get a student bed.
- b) It is the only way to get a renovated room with better living conditions.
- c) It is the only way to receive better treatment from the dormitory's services.
- d) It is how the procedure for getting a student bed is completed faster.
- e) Due to the manner in which the dormitory functions, corruption is inevitable.
- f) There are no sanctions for corruption, only benefits.
- g) There is little control over the authorities in the dormitory.
- h) The students are the ones that offer money, gifts or services to the authorities in the dormitory in exchange for a student bed.
- i) There is no corruption in the dormitory where I am staying.
- j) Other:-----

QUESTIONS ABOUT THE DEMOGRAPHIC CHARACTERISTICS

1. In which of the following student dormitories are you staying?

- a) "Stiv Naumov"
- b) "Goce Delcev"
- c) "Kuzman Josifovski-Pitu"

2. In what part of the dormitory do you live (ex. block, newly renovated building, etc.)?

3. Gender:

- a) male
- b) female

4. Age:

5. Year of study:

6. Ethnicity:

- a) Macedonian
- b) Albanian
- c) Turkish
- d) Roma
- e) Serbian
- f) Bosniak
- g) Vlach
- h) Other: -----

7. Place of origin:

(write the name of the city/village)

8. How many years have you been staying in a student dormitory?

9. Have you previously stayed in private accommodation?

- a) Yes (write how many years) -----
- b) No

10. Do you plan on staying in private accommodation in the future?

- a) Yes
- b) No
- c) I do not know
- d) Other: -----

