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PUBLIC ADMINISTRATION AS AN ACTOR OF SOCIAL WORK WITH MARGINALIZED ROMA COMMUNITIES IN THE SLOVAK REPUBLIC

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Abstract

The social inclusion of marginalized Roma communities is among the key priorities of social policy in Slovakia. Addressing social exclusion effectively requires a coordinated public administration approach that integrates social work, public policy implementation, and community participation.

This article is a review-analytical study based on a systematic analysis of the scientific literature, legal regulations, and strategic documents of the Slovak Republic and the European Union, as well as a comparison of domestic and international research findings and their inductive interpretation. The theoretical framework draws on the concepts of social inclusion, community social work, and contemporary public governance.

The analysis confirmed that the effectiveness of social work with marginalized Roma communities depends primarily on the quality of public governance, the coordination of public policies, and cooperation among public administration stakeholders. The main barriers identified include fragmented competencies, project-based funding of field and community social work, unequal administrative capacities of local governments, and insufficient evaluation of policy effectiveness. The article also presents an original model for coordinating public administration actors involved in social work with marginalized Roma communities.

The findings are consistent with contemporary public governance theories emphasizing the importance of integrated governance, participation, and cross-sectoral cooperation in addressing complex social challenges. The main contribution of the article lies in linking social work theory with public administration concepts and in proposing recommendations aimed at strengthening policy coordination, ensuring more stable funding for social interventions, and enhancing the professional capacities of public administration at all levels of governance.

Key words: public administration, social work, marginalized Roma communities, social inclusion, good governance, Slovak Republic.

1. Introduction. Social inclusion of marginalized Roma communities is a multidimensional process requiring a coordinated approach by public administration, social work, civil society and the communities themselves (European Commission, 2020; United Nations Development Programme [UNDP], 2022).

Social work plays a significant role in the process of social inclusion, as its basic mission is to support individuals, families and communities in addressing adverse social situations, strengthening their capabilities and creating conditions for active participation in social life (International Federation of Social Workers [IFSW], 2014). In the case of marginalized Roma communities, social work takes on a specific character that goes beyond individual assistance and includes community work, outreach social work, social counselling, mediation between the community and public administration institutions, as well as supporting the development of local partnerships.

In the last two decades, the Slovak Republic has adopted several strategic documents responding to the recommendations of the European Union, the Council of Europe and other international organisations. A significant milestone is the Strategy for Equality, Inclusion and Participation of Roma until 2030, which emphasises an integrated approach based on the principles of equal opportunities, protection of human rights, participation and effective management of public policies. Despite the measures taken, however, several evaluation reports point to persistent regional disparities, insufficient coordination of individual public administration actors, the project-based nature of financing interventions and limited assessment of their real impacts on the quality of life of residents of marginalized Roma communities.

The aim of this article is to analyse the position of public administration as an actor of social work with marginalized Roma communities in the Slovak Republic, to identify systemic barriers to

coordinated governance, and to propose an original model of inter-institutional coordination.

2. Materials and methods. The presented article is a review-analytical scientific study focused on the position of public administration as an actor of social work with marginalized Roma communities in the Slovak Republic. The methodological approach is based on qualitatively oriented research, the basis of which is a systematic analysis of scientific literature, content analysis of legislative documents and strategic materials of the Slovak Republic and the European Union, as well as a comparison of domestic and foreign scientific knowledge. The chosen methodological approach allows us to identify the theoretical foundations of social work, analyse the position of public administration in the implementation of social policies and formulate recommendations aimed at increasing the effectiveness of social inclusion of marginalized Roma communities (Creswell & Creswell, 2023; Flick, 2022; Snyder, 2019).

The method of systematic study of professional literature was used in the preparation of the article, which represents a standard procedure for creating review scientific studies. Attention was paid mainly to scientific monographs and articles published in the Web of Science, Scopus, SpringerLink, Taylor & Francis, SAGE Journals and MDPI databases, supplemented by relevant Slovak professional publications in the field of social work, public administration and social policy. A significant part of the analysed sources consisted of documents from the European Commission, the European Union Agency for Fundamental Rights (FRA), the Organisation for Economic Co-operation and Development (OECD), the United Nations Development Programme (UNDP), as well as strategic documents from the Office of the Plenipotentiary of the Government of the Slovak Republic for Roma Communities.

The methods of analysis, synthesis, comparison and induction were applied. The analysis was focused on identifying the basic theoretical concepts of social work, public administration and social inclusion. Through synthesis, individual pieces of knowledge were integrated into a comprehensive theoretical framework explaining the position of public administration in implementing social work with marginalized Roma communities. The comparison allowed us to compare the approaches presented by domestic and foreign authors, as well as the strategic approaches of the Slovak Republic with the recommendations of the European Union and international organizations. The inductive approach subsequently

made it possible to formulate conclusions and recommendations resulting from the synthesis of the acquired knowledge (Bryman, 2021; Creswell & Creswell, 2023).

The selection of the analysed sources was conditioned by their scientific relevance, timeliness and thematic connection to the issues of social work, public administration and social inclusion of marginalized Roma communities. Preference was given to peer-reviewed scientific publications published in the last ten years, with older works being included only in the case of their fundamental importance for the theoretical anchoring of the researched issue. This procedure is in line with the recommendations of Kitchenham et al. (2009) and Snyder (2019), who emphasize the need for systematic work with high-quality scientific sources when creating review studies.

Despite the effort to comprehensively address the issue, it should be noted that the article does not represent empirical research based on primary data collection. Its contribution lies primarily in the critical synthesis of current scientific knowledge, the identification of systemic challenges for public administration in implementing social work with marginalized Roma communities, and the formulation of recommendations that can be used in the creation and implementation of public policies.

3. Results and discussion

3.1. Social work in the context of social inclusion. The International Federation of Social Workers (IFSW) and the International Association of Schools of Social Work (IASSW) define social work as a profession based on the promotion of social change, social development, social cohesion and the empowerment of individuals through the principles of social justice, collective responsibility, human rights and respect for diversity (IFSW & IASSW, 2014). This definition represents a significant shift from the traditional understanding of social work as a tool for solving social problems to its perception as an active agent of social change. Payne (2021) emphasizes that social work is currently focused not only on mitigating the consequences of social problems, but above all on identifying and eliminating their causes through systemic interventions.

The concept of empowerment plays a significant role in the theoretical development of social work, representing the process of strengthening the ability of individuals and communities to control their own lives, decide on their needs and actively participate in solving the problems that affect them (Adams, 2008). Dominelli (2018) points out that empowerment cannot be understood only

as an individual process of increasing the client's competencies, but as a complex social process aimed at changing power relations between marginalized groups and institutions. This approach is followed by Ife (2016), according to whom social work based on community development creates the prerequisites for building social capital, strengthening local identity and developing civic participation. Midgley (2014) also states that community social work represents one of the most effective tools for social inclusion, because it connects the individual needs of clients with the development of the entire community.

In recent decades, social work has been gradually shifting from paternalistic models of assistance towards a partnership approach based on client participation. This trend is closely linked to the concept of strengths-based approach, which is based on the assumption that individuals and communities have their own resources, abilities and potential to solve life situations. The role of a social worker is therefore not to represent the client, but to create conditions for the development of their competencies and support their active participation in decision-making processes (Saleebey, 2013; Gray & Webb, 2013). Healy (2022) adds that this approach is particularly important when working with marginalized communities, where long-term dependence on institutional assistance can lead to passivity and weakening of their own adaptation mechanisms.

In the conditions of the Slovak Republic, several authors develop the above theoretical approaches. Levická (2002) emphasizes that social work represents not only professional assistance to the individual, but also an important tool for implementing the state's social policy. Schavel and Oláh (2010) draw attention to the need to link individual social work with community interventions and systemic measures of public administration. According to Tokárová (2018), social work in socially excluded communities cannot be limited to solving current social problems, but must be aimed at strengthening participation, developing social capital and activating local communities. Matulayová (2013) also points out the growing importance of interdisciplinary cooperation, as effective social work requires coordination between social workers, local government, schools, health facilities, employment offices and non-governmental organizations.

Social inclusion is one of the key goals of contemporary social work. Silver (2015) characterizes it as the process of removing economic, social, cultural and political barriers that prevent

individuals or groups from fully participating in social life. Levitas et al. (2007) point out that social exclusion cannot be reduced solely to poverty or unemployment, but is a multidimensional phenomenon encompassing limited access to quality education, healthcare, housing, employment, public services and civic participation. From this perspective, social work represents one of the main tools for implementing inclusive public policies aimed at creating equal opportunities for all members of society.

The issue of the social inclusion of marginalized Roma communities also highlights the need to link individual interventions with systemic public administration measures. Vašečka (2002), Filadelfiová, Gerbery, and Škobla (2007), as well as Hrustič (2020), agree that the social exclusion of the Roma population results from the long-term interaction of historical, economic, spatial, and institutional factors. Consequently, social work alone cannot be expected to eliminate the root causes of marginalization without coordinated support from public administration, the labor market, the education system, and the healthcare sector.

3.2. Theories of social exclusion and the marginalization of Roma communities. The concept of social exclusion is one of the fundamental constructs in contemporary social policy, sociology, and social work. Unlike the traditional understanding of poverty as a lack of material resources, social exclusion refers to a complex and dynamic process through which individuals or entire population groups are systematically restricted in their access to the economic, social, political, and cultural resources of society (Silver, 1994; Levitas et al., 2007). Atkinson (1998) argues that social exclusion should not be understood as a static condition but rather as a long-term process of accumulating disadvantages that reinforce one another and are reproduced across generations.

Levitas et al. (2007) identify three principal approaches to interpreting social exclusion. The redistributive approach emphasizes economic inequalities, income poverty, and limited access to public resources. The moral underclass approach focuses on individual responsibility, value orientations, and lifestyle choices. The social integrationist approach considers participation in the labor market and integration into social structures as the key determinants of inclusion. More recent perspectives advocate combining these three approaches, arguing that social exclusion results from the interaction of individual, community, and structural factors (Room, 1999; Byrne, 2005).

An important theoretical contribution is Amartya Sen's Capability Approach (1999), which argues that quality of life cannot be assessed solely by income or material well-being. Instead, the decisive factor is an individual's actual capability to make meaningful choices, realize personal potential, and participate fully in society. Building on Sen's work, Nussbaum (2011) emphasizes that public policies should create conditions enabling every individual to develop fundamental human capabilities regardless of their social or ethnic background.

Filadelfiová, Gerbery, and Škobla (2007) argue that the social exclusion of marginalized Roma communities cannot be explained solely by economic factors. Spatial segregation, limited access to quality education and healthcare, discrimination in the labor market, inadequate transport infrastructure, and the weak institutional capacity of many local governments also play significant roles. Similarly, Hrustič and Škobla (2020) conclude that the marginalization of Roma communities results from the interaction of individual and structural determinants and that long-term social inclusion cannot be achieved without coordinated public policies.

The multidimensional nature of social exclusion has also been emphasized by international organizations. The European Union Agency for Fundamental Rights (FRA, 2022) highlights persistent inequalities affecting Roma populations in the areas of housing, education, employment, and healthcare across several EU Member States. Likewise, the OECD (2024) stresses that the success of inclusive policies depends on the ability of public institutions to coordinate measures across different sectors of public administration. For this reason, the European Commission (2020) recommends an integrated approach that links social policy with regional development, education, healthcare, and employment policies.

In the Slovak Republic, marginalized Roma communities have been the subject of numerous empirical studies conducted by the United Nations Development Programme (UNDP, 2012, 2022), the Slovak Academy of Sciences, the Institute for Financial Policy, and the Office of the Plenipotentiary of the Government of the Slovak Republic for Roma Communities. These studies consistently demonstrate that residents of marginalized Roma communities experience multiple, interrelated forms of disadvantage, creating what has been described as a trap of multidimensional social exclusion. From the perspective of social work, it is therefore essential

to view marginalized Roma communities not as a homogeneous client group but as socially diverse communities with differing needs, resources, and development potential (Dominelli, 2018; Payne, 2021; Healy, 2022).

3.3. Public administration as an actor in social work. Public administration plays a pivotal role in implementing social policy and creating conditions for the social inclusion of disadvantaged population groups. Its importance extends beyond the exercise of statutory responsibilities to include the coordination of public policies, the provision of accessible social services, and the development of partnerships among the public, private, and civil society sectors (Osborne, 2010; Bovaird & Löffler, 2009). In the Slovak Republic, these functions are carried out through central government, regional and local self-government, and specialized institutions responsible for delivering social work at the national, regional, and local levels.

Contemporary public governance approaches emphasize that effective public administration is founded on the principles of participation, transparency, accountability, efficiency, and collaboration among public policy stakeholders (Rhodes, 1996; Rhodes, 1997; Peters, 2019). In the context of social work with marginalized Roma communities, this requires coordinated action among municipalities, self-governing regions, labor offices, community centers, outreach social workers, and non-governmental organizations. Consequently, the success of social inclusion depends not only on the quality of social work practice but also on the capacity of public administration to ensure a coordinated, long-term, and participatory approach to addressing social exclusion (Osborne, 2010; OECD, 2024).

The social inclusion of marginalized Roma communities represents a typical example of a "wicked problem" – a public policy issue whose causes are multidimensional, interconnected, and cannot be addressed through isolated interventions by a single policy sector (Head & Alford, 2015). In this context, public administration functions not only as the executor of statutory responsibilities but also as the coordinator of processes promoting social inclusion.

The decentralization of public administration implemented after 1990 significantly influenced the provision of social work in the Slovak Republic. The transfer of substantial responsibilities to local self-government created opportunities to deliver services closer to citizens and to respond more effectively to the specific needs of local communities (Nižňanský, 2014). However, as Schavel and Oláh

(2010) point out, the mere transfer of competencies does not automatically ensure greater policy effectiveness. The decisive factors remain the professional preparedness of local governments, their human and financial resources, and their capacity to establish partnerships with other stakeholders operating within the community.

Municipalities play an indispensable role because they represent residents' primary point of contact with public administration. International research confirms that the effectiveness of local inclusion policies increases significantly where local governments adopt principles of participatory governance, long-term strategic planning, and network-based collaboration (Bovaird & Löffler, 2009; Ansell & Gash, 2008). Similar conclusions have been reached by Slovak studies, which identify the quality of local governance as one of the key determinants of successful social work with marginalized Roma communities (Vašečka, 2019; Hrustič & Škobla, 2020).

3.4. Legislative and institutional framework in the Slovak Republic. The provision of social work for marginalized Roma communities in the Slovak Republic is shaped by a legislative and institutional framework that defines the responsibilities of central government, local and regional self-government, and other stakeholders involved in implementing social policy. Social inclusion is not regulated by a single legal act but is instead based on a comprehensive set of legal provisions and strategic policy documents (Škvrnda, 2018; Tóth, 2020).

The constitutional foundation is provided by the Constitution of the Slovak Republic (Constitutional Act No. 460/1992 Coll.), which guarantees equality in dignity and rights, prohibits discrimination, and recognizes the right to adequate material security in situations of social hardship. A key legislative instrument is Act No. 448/2008 Coll. on Social Services, which defines the types of social services, the conditions for their provision, and the responsibilities of municipalities and self-governing regions, thereby strengthening the role of municipalities in addressing social exclusion (Levická, 2002). Closely related is Act No. 417/2013 Coll. on Assistance in Material Need. Another important legal instrument is Act No. 369/1990 Coll. on Municipal Establishment, which grants municipalities original competencies in local development, community planning of social services, and the creation of conditions for community social work (Nižňanský, 2014).

The most important strategic policy document is the Strategy for Equality, Inclusion and Participation of Roma until 2030, which builds upon

the EU Roma Strategic Framework for Equality, Inclusion and Participation. The strategy advocates an integrated approach based on cooperation among central government, local and regional authorities, civil society organizations, and Roma communities themselves. Its priority areas include education, employment, housing, healthcare, combating discrimination, and promoting Roma participation in public life (Office of the Plenipotentiary of the Government of the Slovak Republic for Roma Communities [OPGRC], 2021; European Commission, 2020).

Responsibility for implementing these policies is shared among several institutions. At the national level, the Office of the Plenipotentiary of the Government of the Slovak Republic for Roma Communities serves as the principal coordinating body. Other key actors include the Ministry of Labour, Social Affairs and Family of the Slovak Republic, the Central Office of Labour, Social Affairs and Family, self-governing regions, and municipalities (Ministry of Labour, Social Affairs and Family of the Slovak Republic [MoLSAF SR], 2023). Despite this well-established legislative and institutional framework, the literature identifies several persistent challenges, including insufficient coordination among stakeholders, project-based funding of outreach social work, disparities in the administrative and professional capacities of local governments, and regional inequalities in access to social services (Vašečka, 2019; Hrustič & Škobla, 2020; OECD, 2024; Kahanec et al., 2020).

3.5. Coordination of public administration and delivery of social work. The implementation of social work in marginalized Roma communities is a complex process that extends beyond the remit of any single public institution. In the scholarly literature, this approach is commonly referred to as integrated governance or network governance, emphasizing collaboration among multiple actors in addressing complex public policy challenges (Rhodes, 1997; Osborne, 2010; Klijn & Koppenjan, 2016).

Osborne (2010) argues that the traditional hierarchical model of public administration lacks the flexibility required to address problems characterized by high levels of social complexity. Klijn and Koppenjan (2016) emphasize that public value is created through the coordination of interdependent actors and that successful public interventions rely on effective communication, mutual trust, and collaborative planning. These theoretical perspectives are particularly relevant to social work with marginalized Roma communities, where isolated interventions by individual policy sectors rarely produce sustainable outcomes.

Research conducted in Slovakia consistently identifies insufficient coordination among different levels of public administration as one of the principal barriers to effective social inclusion. Vašečka (2019) observes that policies related to employment, housing, education, and social services are frequently designed and implemented independently, thereby reducing their potential synergies. Likewise, Hrustič and Škobla (2020) and Škobla, Filadelfiová, and Gerbery (2015) argue that without long-term coordination of public policies, interventions are more likely to mitigate the consequences of social exclusion than to eliminate its underlying causes.

Based on the reviewed literature, it can be concluded that the effectiveness of social work with marginalized Roma communities depends primarily on the quality of public administration coordination. The mere existence of legislative instruments or strategic policy documents is insufficient unless accompanied by effective mechanisms for inter-institutional cooperation, sustainable funding, adequate professional capacities, and regular evaluation of policy outcomes.

3.6. Systemic challenges and proposed coordination model. Despite the gradual development of the legislative and institutional framework, the effectiveness of social work with marginalized Roma communities continues to be significantly constrained by several systemic barriers. These persistent challenges are not attributable solely to the availability of financial resources but, more importantly, to the organization of public administration, the coordination of public policies, and disparities in the administrative capacities of different levels of government (Osborne, 2010; Peters, 2019; OECD, 2024).

One of the most significant challenges is the fragmentation of responsibilities across different sectors of public administration. Employment, social services, healthcare, education, and regional development are governed independently, while the mechanisms for coordinating these policy areas are not always sufficiently effective (European Commission, 2023; Klijn & Koppenjan, 2016). As Bouckaert, Peters, and Verhoest (2016) argue, addressing complex societal challenges requires both horizontal and vertical coordination of public policies.

Another limiting factor is the project-based nature of financing of several measures implemented in marginalized Roma communities. Field social work, community centers or development programs are often financed through time-limited national or European projects, which creates uncertainty in

terms of the continuity of the services provided and the stability of professional staff (Hrustič & Škobla, 2020; Škobla, Filadelfiová, & Gerbery, 2015). From the perspective of public administration, the continuity of social work is one of the basic prerequisites for building trust between professional workers and the community (Payne, 2021; Healy, 2022).

A significant factor influencing the quality of social work is also the different personnel and professional capacities of municipalities. While larger cities have specialized social affairs departments and experience in preparing development projects, smaller municipalities with a high proportion of marginalized Roma communities often face a lack of qualified employees, limited financial resources and lower administrative capacity (Nižňanský, 2014; Vašečka, 2019).

The results of domestic and foreign research also point to the need for a more systematic evaluation of the effectiveness of public policies. Evaluation is often focused on administrative indicators, such as the number of people involved or activities implemented, with less attention paid to measuring long-term social impacts (OECD, 2024; European Court of Auditors, 2016). As Pollitt and Bouckaert (2017) state, modern public administration should assess the success of public policies primarily through their real contribution to the quality of life of residents, not only according to the volume of funds spent.

The identified challenges and corresponding measures are summarized in Table 1.

The presented analysis confirms that the effectiveness of social work with marginalized Roma communities cannot be assessed in isolation from the functioning of the public administration system. Although the Slovak Republic has created a relatively comprehensive legislative and strategic framework for supporting social inclusion in the last two decades, there is still a significant implementation deficit between the declared objectives of public policies and their implementation at the regional and local level (European Commission, 2023; OECD, 2024; OPGRC, 2021).

An important finding is that the decisive prerequisite for successful social work is not the mere existence of legislative instruments, but the quality of their implementation. This conclusion corresponds to the works of Osborne (2010), Peters (2019) and Klijn and Koppenjan (2016), who emphasize that coordination of public institutions, network cooperation and joint management play a dominant role in solving complex social problems.

Table 1

**Systemic challenges for public administration in delivering social work
to marginalized Roma communities in the Slovak Republic**

Area of public administration	Identified problem	Impact on social work	Proposed measure
Management of public policies	Insufficient horizontal and vertical coordination of departments	Fragmentation of interventions, duplication of measures	Strengthen interdepartmental management and coordination of public policies
Financing	Project-based financing of field and community social work	Low continuity of services, high staff turnover	Implement multi-annual and systemic financing of services
Personal capacities	Lack of qualified professional staff at the local level	Unequal availability of social work between regions	Strengthen personnel capacities of municipalities and continuous education
Strategic planning	Insufficient connection of national strategies with local implementation	Variable quality of implemented measures	Link strategic planning to territorial needs through community planning
Monitoring and evaluation	Focus on administrative indicators instead of impact assessment	Limited knowledge of the effectiveness of public policies	Implement a system for evaluating results and social impacts
Community participation	Low involvement of MRC residents in planning and decision-making	Weaker acceptance and sustainability of measures	Develop participatory mechanisms and partnerships with the community

Source: own processing based on Osborne (2010), Ansell and Gash (2008), Klijn and Koppenjan (2016), Peters (2019), OECD (2024), European Commission (2023), Hrustič and Škobla (2020), Vašečka (2019).

A significant contribution of the presented study is the interpretation of public administration not only as an executor of legal competences, but primarily as a coordinator of integrated social interventions. This approach expands the traditional understanding of social work, oriented mainly towards the activities of social workers, and emphasizes the importance of the institutional environment in which social interventions are implemented. Table 2 presents the proposed model of coordination of public administration actors.

Such an approach is in line with the recommendations of the European Commission (2020), OECD (2024), and the European Union Agency for Fundamental Rights (2022), which emphasize that long-term sustainable social inclusion cannot be the result of isolated projects, but of coordinated public administration performance based on partnership, participation, and ongoing evaluation of public policies.

4. Conclusions. The presented article analysed the position of public administration as an actor of social work with marginalized Roma communities in the Slovak Republic. The analysis of theoretical foundations, legislative environment and expert domestic and foreign knowledge confirmed that the social inclusion of marginalized Roma communities represents a complex public policy problem, the solution of which goes beyond the scope of individual departments. The effectiveness of social work is conditioned by the coordinated action of the state administration, local government, public

institutions, non-governmental organizations and the communities themselves.

The synthesis of the analysed sources also showed that, despite the existence of a relatively complex legislative and strategic framework, the fragmentation of public policies, the project-based nature of financing, the different administrative capacity of local governments and the insufficient assessment of the effectiveness of the implemented measures remain significant challenges. The above findings support the conclusion that the success of social work cannot be assessed in isolation from the quality of public management, since it is the public administration that creates the institutional conditions for the implementation of social interventions.

The main theoretical contribution of the article can be considered the connection of the concepts of social work, social inclusion and public administration through the principles of good governance, network governance and collaborative governance. In contrast to traditional approaches oriented mainly to the performance of social work, the article points to the importance of public administration as a coordinator of interdisciplinary cooperation and a creator of conditions for the effective implementation of inclusive public policies. The practical contribution is the formulation of recommendations aimed at strengthening the coordination of public institutions, stabilizing the financing of community and field services, developing the professional capacities of local governments and systematically evaluating the social impacts of the measures taken.

Table 2

Proposal for a model of coordination of public administration actors in the implementation of social work with marginalized Roma communities

Actor	Primary competencies	Key partnerships	Expected benefit
Ministry of Labour, Social Affairs and Family of the SR	Social policy development, legislation, financing of national programs	OPGRC, labour offices, local governments	Strategic management of the social work system
Office of the Plenipotentiary of the Government of the SR for Roma Communities	Coordination of Strategy 2030, methodological support, monitoring	Ministries, local governments, NGOs	Coordination of inclusive public policies
Offices of Labour, Social Affairs and Family	Social counseling, employment, benefit systems	Municipalities, community centers, schools	Activation of clients and support for work integration
Higher territorial units	Planning and provision of selected social services	Municipalities, social service providers	Regional coordination and availability of services
Municipalities and cities	Community planning, field social work, community centers	Labour offices, schools, health facilities, NGOs	Local implementation of public policies and coordination of interventions
Field and community social workers	Social intervention, counseling, accompanying clients	Municipalities, families, schools, health professionals	Direct support to individuals and families
Schools and school facilities	Inclusive education, prevention of early school leaving	Families, municipalities, social workers	Increasing educational levels and preventing social exclusion
Healthcare providers	Preventive and curative health care	Community workers, municipalities	Improving the health status of the MRC population
Non-governmental organizations	Community development, educational and integration programs, advocacy	Public administration, donor organizations	Innovation, participation and complementation of public services
Marginalized Roma communities	Participation in planning and implementation of measures	All listed actors	Increasing the efficiency, legitimacy and sustainability of public policies

Source: own processing.

The limitation of the presented study is its overview-analytical character based on a secondary analysis of scientific literature and strategic documents. Future research should focus on empirical verification of the identified determinants through qualitative and quantitative research conducted among social workers, public administration representatives and residents of marginalized Roma communities. A promising area of further research is also the evaluation of the effectiveness of integrated models of public policy management at the local level and their impact on long-term social inclusion.

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Author contribution. Zuzana Budayová: conceptualization, methodology, formal analysis, investigation, writing – original draft, writing – review and editing, validation.

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