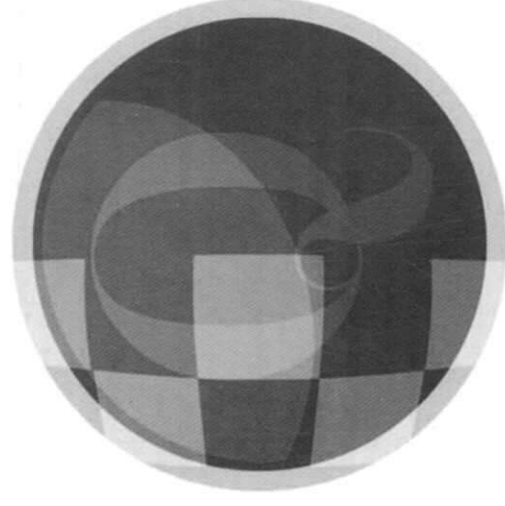


SVEUČILIŠTE U ZAGREBU
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POSLOVNA IZVRSNOST BUSINESS EXCELLENCE

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I POSLOVNE IZVRSNOSTI



HRVATSKI INSTITUT ZA KVALITETU

Kazalo

3

PRETHODNO PRIOPĆENJE

7

M. Bulajić, H. Bezić & D. Playec

FACTORS ASSOCIATED WITH THE DIFFERENCES IN THE SAFETY ATTITUDES QUESTIONNAIRE 2006 SHORT FORM ASSESSMENT OF THE MANAGEMENT OF CROATIAN HOSPITALS

9

S. Rámháp, D. Nagy, Á. Országh, J. Rehnitzner & B. Filep
CAREER CHOICE MOTIVATION OF HIGH SCHOOL
STUDENTS IN CONTEXT WITH CHANGING HIGHER
EDUCATION IN KNOWLEDGE ECONOMY

23

PREGLEDNI RAD

39

L. Duspára, S. Knežević & M. Turuk

COMPETITIVENESS AND INNOVATION CHALLENGE IN CROATIA

41

A. Kvietkauskienė & M. Plakys

IMPACT INDICATORS FOR STOCK MARKET RETURN

59

J. Perković, A. Panjkota & I. Mikulandra Volić

INDICATORS AND METRICS FOR E-GOVERNMENT MATURITY MODEL IN CROATIA

85

K. Postolov, M. Magdinceva Sopova & A. Jankeska Iliev

E-LEARNING IN THE HANDS OF GENERATION Y AND Z

107

A. Radman Peša, D. Čičin-Šain & Toni Blažević

NEW BUSINESS MODEL IN THE GROWING E-SPORTS INDUSTRY

121

Izdavač/Publisher by

EKONOMSKI FAKULTET-ZAGREB

HRVATSKI INSTITUT ZA KVALITETU
CROATIAN INSTITUTE FOR QUALITY

Glavni i odgovorni urednik/Editor-in-Chief

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Tehnička urednica / Technical Editor: Zrinka Udiljak Bugarinovski

Adresa izdavača/Publisher's address:

10 000 Zagreb, Trg J. F. Kennedyja 6

Telefon/Telephone: 00 385 (01) 238 3152

e-mail: tonci.lazibat@efzg.hr ; nknego@efzg.hr

Prijevodi i korektura na engleskom/Translation and proof-reading into English: Ana Rošić

Radovi objavljeni u časopisu POSLOVNA IZVRSNOST/BUSINESS EXCELLENCE

referiraju se u sekundarnim publikacijama:

Journal of Economic Literature, Pittsburgh

EconLit

EBSCO Publishing, Inc.

ProQuest

ABI/Inform

CAB Abstracts

East & Central Europe Database-ProQuest

DOI: <https://doi.org/10.22598/pi-be>

ISSN 1848-9060 (Online)

ISSN 1846-3355 (Tisak)

Časopis izlazi dva puta godišnje

Časopis Poslovna izvrsnost / Business Excellence je sufinanciran
od Ministarstva znanosti, obrazovanja i sporta Republike Hrvatske

E. Szymanik ICELAND AFTER THE CRISIS – OPPORTUNITIES AND THREATS FOR DEVELOPMENT	133
--	-----

IN MEMORIAM	143
B. Knežević Prof. dr. sc. ANTUN KLIMENT	145
Upute autorima	149

Contents	3
----------	---

PRELIMINARY COMMUNICATION	7
M. Bulajić, H. Bezić & D. Plavec FAKTORI POVEZANI S RAZLIKAMA U OCJENI UPRAVLJANJA HRVATSKIM BOLNICAMA POMOĆU KRATKOG OBLIKA UPITNIKA SAFETY ATTITUDES QUESTIONNAIRE 2006	9

S. Rámháp, D. Nagy, Á. Országh, J. Rechnitzer & B. Filep MOTIVACIJA IZBORA ZANIMANJA MEĐU SREDNJOŠKOLCIMA U KONTEKSTU VISOKOŠKOLSKOG OBRAZOVANJA U GOSPODARSTVU ZNANJA	23
--	----

REVIEW	39
--------	----

L. Duspara, S Knežević & M. Turuk KONKURENTNOST I INOVACIJSKI IZAZOVI U HRVATSKOJ	41
---	----

A. Kvietkauskienė & Modestas Plakys POKAZATELJI UTJECAJA NA PRINOSE NA TRŽIŠTU DIONICA	59
--	----

J. Perkov, A. Panjkota & I. Mikulandra Volić INDIKATORI I METRIKE ZA MODEL ZRELOSTI E-UPRAVE U REPUBLICI HRVATSKOJ	85
--	----

K. Postolov, M. Magdinceva Sopova & A. Janeska Iliev E-UČENJE U RUKAMA GENERACIJE Y I Z	107
--	-----

A. Radman Peša, D. Čičin-Šain & Toni Blažević NOVI POSLOVNI MODEL U RASTUĆOJ E-SPORT INDUSTRIJI	121
---	-----

E. Szymanik	
ISLAND NAKON KRIZE – PRILIKE	
I PRIJETNJE RAZVOJU	133

IN MEMORIAM	143
-------------	-----

B. Knežević	
Prof. dr. sc. ANTUN KLIMENT	145

Instructions to authors	149
-------------------------	-----

INDIKATORI I METRIKE ZA MODEL ZRELOSTI E-UPRAVE U REPUBLICI HRVATSKOJ *

Josipa Perković¹, Ante Panjkota² & Ivona Mikulandra Volić⁶

Sažetak

E-uprava trebala bi omogućiti jednostavan pristup online servisima javne uprave, jednostavnu komunikaciju s javnim vlastima te smanjiti vrijeme i troškove raznih transakcija s javnom upravom. Trendovi pri pružanju javnih usluga u brojnim državama su implementacija i daljnji razvoj e-uprave no postoji i velika razlika u upotrebi takvih usluga između razvijenih i nerazvijenih država. Kao alat za procjenu, usporedbu i benchmarking razvoja i uspjeha pri implementaciji e-uprave, a s ciljem donošenja racionalnih odluka o razvoju e-uprave, koriste se modeli zrelosti. U modelima zrelosti e-uprave posebna pažnja treba biti usmjerena na kompleksnost e-uprave u sociološkom, tehnološkom i organizacijskom smislu. Ta kompleksnost utječe na razvoj brojnih modela zrelosti e-uprave s raznim indikatorima i metrikama. Pregled literature daje odgovore na sljedeća istraživačka pitanja: Koji se indikatori i metrike koriste u najčešće korištenim i/ili diskutiranim modelima zrelosti e-uprave? Jesu li ti indikatori i metrike primjenjivi za e-upravu u Republici Hrvatskoj ili postoji potreba za posebnim modelom? Cilj ovog rada je istaknuti one indikatore i metrike kojima se mogu objektivno mjeriti određene vrijednosti e-uprave te istaknuti one koje zasad nemaju apsolutnu mjeru. Rezultat ovog rada su opisani i analizirani indikatori i metrike korišteni u nekim od najčešće korištenih i/ili diskutiranih modela zrelosti e-uprave. Sintetiziranjem zaključaka ovaj rad daje smjernice za razvoj modela zrelosti e-uprave u Republici Hrvatskoj.

Ključne riječi: e-uprava, online servisi, indikatori, metrike, model zrelosti.

JEL klasifikacija: H11

* Rad je prezentiran na 2. Međunarodnoj konferenciji "Business & Entrepreneurial Economics-BEE2017" koja je održana na Brijunima od 24. do 26. svibnja 2017. godine (www.bee-conference.com)

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E-LEARNING IN THE HANDS OF GENERATION Y AND Z *

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UDC /UDK: 37.018.43:004

JEL classification / JEL klasifikacija: D83, I2

DOI: <https://doi.org/10.22598/pi-be/2017.11.2.107>

Review / Pregledni rad

Received / Primljeno: September 28, 2017 / 28. rujna 2017.

Accepted for publishing / Prihvaćeno za tisak: November 27, 2017 / 27. studenoga 2017.

Summary

There have been a number of papers revolving around e-learning, since technological advancement has triggered interest and development for all online platforms. Still, the application of e-learning is not merely a technological solution, but a process involving many diverse factors such as social and behavioral contexts. The paper primarily focuses on the basic features of the most relevant generations currently representing the core workforce, Generation Y and the upcoming Generation Z. This will form the basis for assumptions which will be tested with regard to the troubling labor market, at the same time connecting these generations with considerations about e-learning. Based on deductive reasoning, the focus is on the types of training, with a discussion of the main aspects and content of this type of learning. Despite the theoretical discussion, appropriate practical empirical research including the members of the mentioned generations and their applications of e-learning has been incorporated. Additionally, several relevant conclusions are made taking into account different variables related to e-learning based on a sample consisting of members of Generation Y and Generation Z. The research will present certain indications related to generations Y and Z, their orientation and willingness to use e-learning, primarily resulting from the characteristics and availability of the appropriate information technology. Although the research is rather new it should be noted that Generation Z was born and raised with the web, they are digital-centric and technology is their blood.

* The paper was presented at the 2nd International Conference "Business & Entrepreneurial Economics-BEE2017" which was held in Brijuni from 24 to 26 May 2017 (www.bee-conference.com)

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