ISSN: 2217-8147 (Online)

UNIVERSITY OF NOVI SAD Technical faculty "Mihajlo Pupin" in Zrenjanin

## JOURNAL OF

# ENGINEERING MANAGEMENT AND COMPETITIVENESS (JEMC)

EDITOR: Dragan Ćoćkalo, Ph.D.

Vol. 13, No. 1, 2023. Zrenjanin 2023. **PUBLISHER:** University of Novi Sad, Technical faculty "Mihajlo Pupin" in Zrenjanin, 23000 Zrenjanin, Đure Đakovića bb, Republic of Serbia.

**FOR PUBLISHER:** Milan Nikolić, Ph.D, *Professor, Dean of Technical faculty in Zrenjanin* 

#### **EDITORIAL BOARD**

**EDITOR:** Dragan Ćoćkalo, Ph.D, Professor, University of Novi Sad, Technical faculty "Mihajlo Pupin", Zrenjanin, Serbia

#### ASSISTANT EDITORS:

Sanja Stanisavljev, Ph.D, Professor, University of Novi Sad, Technical faculty "Mihajlo Pupin", Zrenjanin, Serbia

Edit Terek Stojanov, Ph.D, Professor, University of Novi Sad, Technical faculty "Mihajlo Pupin", Zrenjanin, Serbia

Mihalj Bakator, Ph.D, Assistant Professor, University of Novi Sad, Technical faculty "Mihajlo Pupin", Zrenjanin, Serbia

Mila Kavalić, Ph.D, Assistant Professor, University of Novi Sad, Technical faculty "Mihajlo Pupin", Zrenjanin, Serbia

#### **HONORARY EDITORS:**

Milivoj Klarin, Ph.D, Professor, University of Novi Sad, Technical faculty "Mihajlo Pupin", Zrenjanin, Serbia

Zvonko Sajfert, Ph.D, Professor, University of Novi Sad, Technical faculty "Mihajlo Pupin", Zrenjanin, Serbia

#### **MEMBERS:**

- Jesa Kreiner, Ph.D, Professor, California State University, Department of Engineering, Fullerton, CA, USA
- Teodora Rutar Shuman, Ph.D, Professor and PACCAR Professor Mechanical Engineering, Seattle University, College of Science and Engineering, USA

József Poór, Ph.D, Professor, Szent István University, Gödöllő, Hungary

- Larisa Nikitina, Ph.D, Professor, Voronezh State University, Management Department, Russia
- Zdenek Dvořák, Ph.D, Professor, University of Žilina, Faculty of Special Engineering, Slovakia
- Boženko Bilić, Ph.D, Professor, University of Split, Faculty of Electrical Engineering, Mechanical Engineering and Naval Architecture, Croatia

Danilo Đurović, Ph.D, Professor, University of Montenegro, Faculty fo Maritime, Kotor, Montenegro

Mile Terziovski, Ph.D, Professor, Swinburne University of Technology, Department of Business Technology and Entrepreneurship, Melbourne, Australia

Bulent Tutmez, Ph.D, Professor, Inonu University, Engineering Faculty, Malatya, Türkiye

- Bojan Jovanoski, Ph.D, Professor, Ss. Cyril and Methodius University, Faculty of Mechanical Engineering, Skopje, North Macedonia
- Maya Rumenova Lambovska, Ph.D, Professor, University of National and World Economy, Sofia, Bulgaria
- Ali Reza Afshari, Ph.D, Assistant professor, Islamic Azad University, Department of Industrial Engineering, Shirvan Branch, Shirvan, Iran

Milan Nikolić, Ph.D, Professor, University of Novi Sad, Technical faculty "Mihajlo Pupin", Zrenjanin, Serbia

Vesna Spasojević Brkić, Ph.D, Professor, University of Belgrade, Mechanical faculty, Serbia

Cariša Bešić, Ph.D, Professor, University of Kragujevac, Faculty of Technical Sciences, Čačak, Serbia

Miloš Vorkapić, Ph.D, Research Associate, University of Belgrade, ICTM - CMT, Belgrade, Serbia

#### **EDITORIAL OFFICE:**

University of Novi Sad

Technical faculty "Mihajlo Pupin" Zrenjanin

23000 Zrenjanin, Djure Djakovica bb

Republic of Serbia,

Phone: +38123550515,

Fax: +38123550520,

E-mail: jemc@tfzr.uns.ac.rs, jofemandc@yahoo.com http://www.tfzr.uns.ac.rs/jemc

PROOFREADING: "New Age School" School for foreign languages Gimnazijska 8, 23000 Zrenjanin

COVER DESIGN: Stanislava Sinđelić, M.Sc.

TEXT DESIGN AND TYPESETTING: Mihalj Bakator, Ph.D.

ISSN: 2217-8147 (Online)

Zrenjanin, 2023.

Available online at http://www.tfzr.uns.ac.rs/jemc

CIP - Каталогизација у публикацији Библиотека Матице српске, Нови Сад

#### 62:005

JOURNAL of Engineering Management and Competitiveness (JEMC) [Elektronski izvor] / editor Zvonko Sajfert. – Online ed. – Elektronski časopis. – Vol. 1, no. 1/2 (2011) – Zrenjanin : University of Novi Sad, Technical faculty "Mihajlo Pupin" Zrenjanin, 2012-

Način pristupa (URL): http://www.tfzr.uns.ac.rs/jemc ISSN: 2217-8147 COBISS.SR - ID 268908551

## JOURNAL OF ENGINEERING MANAGEMENT AND COMPETITIVENESS (JEMC) Volume 13, Number 1, 2023, ISSN 2217-8147 (Online)

### TABLE OF CONTENTS

<b>EVALUATION OF UNIVERSITIES SERVICE QUALITY THROUGH</b> <b>SERVQUAL METHOD</b> Mohammad ANISSEH, Narges SHARIFI, Zahra AKBARI	3-10
<b>ORGANIZATIONAL-LEVEL ANALYSIS OF THE EMPLOYEES'</b> <b>COMPENSATION SYSTEM IN THE REPUBLIC OF SERBIA</b> Dimitrije GAŠIĆ, Nemanja BERBER, Agneš SLAVIĆ	11-20
ANALYSIS OF THE EFFICIENCY OF COMPANIES IN SERBIA BASED ON THE DEA SUPER-RADIAL APPROACH Radojko LUKIĆ	21-29
SAFETY COMMUNICATION IN MINING COMPANIES: DIFFERENCES ACROSS ORGANIZATIONAL STRUCTURE Vesna SPASOJEVIĆ BRKIĆ, Ivan MIHAJLOVIĆ, Martina PERIŠIĆ, Nemanja JANEV, Ivan RAKONJAC	30-36
MANAGING THE RESKILLING REVOLUTION FOR THE DIGITAL AGE: CASE STUDY-WESTERN BALKAN COUNTRIES Marijana VIDAS-BUBANJA, Srđan BOGETIĆ, Cariša BEŠIĆ, Zoran KALINIĆ, Iva BUBANJA	37-52
<b>THE IMPORTANCE AND LINK OF ADDITIVE MANUFACTURING</b> <b>WITH LEAN AND SUSTAINABLE MANUFACTURING</b> Miloš VORKAPIĆ, Bogdan POPOVIĆ, Dragan ĆOĆKALO, Mihalj BAKATOR, Sanja STANISAVLJEV	53-60
THEMATIC ANALYSIS AND DEVELOPMENT OF A CONCEPTUAL FRAMEWORK FOR AGILE MEETINGS' PROBLEMS Maja GABOROV, Zeljko STOJANOV, Srdjan POPOV	61-70
APPENDIX:	
1. LIST OF REVIEWERS	71
2. JEMC TEMPLATE	73