

FQ2019

**FESTIVAL
KVALITETA**

FESTIVAL KVALITETA 2019

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FESTIVAL KVALITETA 2019

46. NACIONALNA KONFERENCIJA O KVALITETU



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46. Nacionalna konferencija o kvalitetu

TEME:

- Kvalitet, šira perspektiva
- Inženjering i menadžment kvalitetom
- Kvalitet i industrija
- Kvalitet u određenim sektorima i industrijama
- Kvalitet života
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Dragi prijatelji kvaliteta,

Festival kvaliteta 2019 ima zadatak da obezbedi međunarodni forum eksperata iz industrije i akademskih institucija sa ciljem razmene ideja i prezentovanja rezultata aktuelnih projekata kroz veliki izbor razlicitih tema.

pozivam Vas da učestvujete na 14-om Festivalu kvaliteta koji će se održati u Kragujevcu od 29. maja do 1. juna 2019. u Kragujevcu, Republika Srbija.

Festival se održava pod motom "Kvalitetom do poslovne izvrsnosti u javnom sektoru" i obuhvata 46. Nacionalna konferencija sa međunarodnim učešćem i više okruglih stolova.

*Iskreno vaš,
Predsednik organizacionog odbora
Festival Kvaliteta 2019
Prof. dr Miladin Stefanović*



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Contents

1.	HUMAN GOVERNANCE FOR EXCELLENT ORGANIZATIONS	
	Miloš Jelic, Ana Aksentijevic Jelic	3
2.	METHODS OF COMPETENCY SCHEMA IDENTIFICATION AND EVALUATION	
	Paweł Lula, Renata Oczkowska, Anna Kovaleva, Sylwia Wiśniewska	11
3.	THE IMPACT OF INTELLIGENT SYSTEMS FOR DECISION SUPPORT APPLICATION ON IMPROVEMENT OF THE BUSINESS DECISIONS QUALITY	
	Zoran Nešic, Radomir Šalic, Miroslav Radojičić, Nevena Miletovic	19
4.	REFLECTION OF THE VIEWS OF PATIENTS AND EMPLOYEES ON THE MANAGEMENT SYSTEM FOR CONTINUOUS PROCESS COORDINATION: AN INDICATOR DEVELOPMENT STUDY	
	Fadime Baştürk, Zekeriya Akturk	23
5.	A CYBERNETIC VIEW OF QUALITY SYSTEM	
	Svetomir Simonovic	39
6.	THE ERA OF TRANSFORMATIVE MARKETING: SERVICE QUALITY OF MOBILE APP BASED TAXI SERVICES IN KUALA LUMPUR	
	Muhammad Farooq, Waqas Ali, Waqar Younas, Faisal Khalil-ur-Rehman, Qasim Ali Qurashi	49
7.	FINANCIAL LITERACY AS A DETERMINANT FACTOR IN BUSINESS GROWTH FOR CREATIVE MSMEs IN YOGYAKARTA	
	Siti Resmi, Reza Widhar Pahlevi, Frans Sayekti	59
8.	ENTERPRISE STRESS TESTING WITH SYSTEM DYNAMICS: A STATE OF RESEARCH AND CHALLENGES	
	Miloš Jović, Ivan Mačuzić, Arso Vukicevic, Micaela Demichela	65
9.	INFORMATIONAL AND INTERPERSONAL JUSTICE TOWARDS SATISFACTION: THROUGH THE ROLE OF CUSTOMER EMOTION MEDIATION	
	Badawi, Wiwi Hartati, Istyakara Muslichah	73
10.	THE EFFECT OF ISLAMIC WORK ETHIC AND KNOWLEDGE SHARING TO INNOVATION CAPABILITY IN MODERATING ORGANIZATIONAL CITIZENSHIP BEHAVIOUR (OCB) AT PT. PERTAMINA (PERSERO) REFINERY UNIT V BALIKPAPAN	
	Bornia Novita Sari Sabowo, Muafi	83

11.	THE IMPACT OF SELECTION, TRAINING AND DEVELOPMENT ON ORGANIZATIONAL PERFORMANCE MODERATED BY ISLAMIC PRINCIPLES AT MAGELANG ISLAMIC HOSPITAL	
	Intan Charadina Putri, Muafi	103
12.	THE INFLUENCE OF TALENT MANAGEMENT, SERVANT LEADERSHIP AND TRUST IN EMPLOYEE PERFORMANCE MEDIATED BY ONLINE TRAINING (STUDY OF PT. RUMA EMPLOYEES)	
	Asep Ismail, Muafi	115
13.	THE EFFECTS OF AUTHENTIC LEADERSHIP AND SELF EFFICACY ON WORK ENGAGEMENT MEDIATED BY ORGANIZATIONAL COMMITMENTS (STUDY AT ALKAHFI TEACHERS ISLAMIC BOARDING SCHOOL SOMALANGU KEBUMEN)	
	Muafi, Tri Pujiastuti	131
14.	THE EFFECTS OF SERVANT LEADERSHIP AND ORGANIZATIONAL CULTURE ON EMPLOYEE PERFORMANCE MEDIATED BY JOB SATISFACTION (STUDY AT ALKAHFI ISLAMIC BOARDING SCHOOL SOMALANGU KEBUMEN)	
	Muafi, Muhammad Azim	143
15.	DIGITAL QUALITY MANAGEMENT SYSTEMS: BENEFITS AND CHALLENGES	
	Raed Ibrahim	163
16.	THE BALANCED ROCKET MODEL FOR MEASURING AND MANAGING ORGANIZATIONAL PERFORMANCE	
	Abd-Elrahman Abd-Elrahman, Sally Hassan	173
17.	RISK MANAGEMENT IN THE PROCESS OF USING THE EXTERNAL SERVICE SUPPLIER	
	Ana Globočnik Žunac, Vlatka Kordoš, Sanja Zlatic	195
18.	INNOVATION CAPABILITY, ABSORPTIVE CAPACITY AND SUPPLY CHAIN INTEGRATION IN SMES PERFORMANCE: CASE STUDY OF CREATIVE INDUSTRY IN YOGYAKARTA, INDONESIA	
	Sofyan Ashari Nur	203
19.	STRATEGIC ORIENTATION AND SUPPLY CHAIN QUALITY MANAGEMENT ON MSME'S QUALITY PERFORMANCE: CASE OF EARTHENWARE KASONGAN	
	Dessy Isfianadewi	219
20.	THE ROLE OF PACKAGING IN LOGISTICS PROCESSES - IMPACT ON SUSTAINABLE LOGISTICS IN THE FOOD SECTOR	
	Stefan Schmidt, Benjamin S. Godwin Schmidt	235

21.	THE RELATIONSHIP BETWEEN FOOD SAFETY KNOWLEDGE AND SUCCESSFUL IMPLEMENTATION FOOD SAFETY MANAGEMENT SYSTEM	
	Brane Novakovic, Radoslav Grujic, Radomir Radovanovic	247
22.	ETHICS AND TRUST WHILE FOOD SAFETY CRISIS	
	Magdalena Niewczas-Dobrowolska, Tadeusz Sikora, Anna Prusak	257
23.	FOOD RISK ANALYSIS	
	Magdalena Niewczas-Dobrowolska, Tadeusz Sikora, Anna Prusak	261
24.	THE TRA (THEORY OF REASONED ACTION) MODEL OF SUSTAINABLE BEHAVIORAL INTENTIONS (SBI) OF CULINARY SMES IN SURABAYA	
	Jun Surjanti, Yoyok Soesatyo Sanaji, Setya Chendra Wihawa	273
25.	IMPROVEMENT OF WATER SUPPLY SYSTEM AND WATER QUALITY SYSTEM FOR THE CITY OF TREBINJE BY CONSTRUCTION OF WATER FACILITY RESERVOIR VRELO OKO	
	Tamara Gvozdenovic, Vedran Furtula, Gojko Krunic	285
26.	FIRE EMERGENCY MANAGEMENT	
	Bülent Eker, Yalçın Karagözler	295
27.	THE IMPLEMENTATION OF TOTAL QUALITY MANAGEMENT (TQM) IN THE TELECOMMUNICATION INDUSTRY: PROBLEMS AND PROSPECTS	
	Solomon Akpoviroro Kowo, Olufemi Amos Akinbola, Olalekan Akinriola	301
28.	THE IMPACT OF THE SERVICE PROVIDER AND THE SERVICE RECIPIENT ON THE QUALITY OF THE SERVICE IN DIFFERENT SERVICE SYSTEMS	
	Mirjana Jokanovic, Aleksandra Koprivica	313
29.	SERVICE QUALITY: GAP IN AIR TRANSPORTATION	
	Samira Aamir Humaid Al Khayari, Norizan Mohd Kassim	321
30.	FACTORS AFFECTING THE ACTUAL USE OF RIDE-HAILING SERVICES (GOJEK/GRAB) IN INDONESIA (JABODETABEK-REGION)	
	Anggi Gumilar, Dionisius W Danuanindito, Ivan Oliver, Jeanifer Gunawan, Sfenrianto Sfenrianto	335
31.	SAFETY 4.0: MODERN TALKING OR NECESSITY	
	Marko DJapan, Arso Vukicevic, Ivan Macuzic, Petar Todorovic, Nastasija Mijovic, Marija Savkovic	349

32.	PYROTECHNIC SAFETY IN THE PROCESS OF DEMILITARIZATION OF EXPLOSIVE ORDNANCE FROM THE ASPECT OF APPLICATION OF NEW TECHNOLOGIES	
	Stefan Đuric, Bogdan Nedic, Jelena Baralic, Aleksandar Miljkovic	355
33.	AN OCCUPATIONAL SAFETY AND HEALTH ASSESSMENT MODEL FOR LIBYAN IRON AND STEEL INDUSTRY	
	Alsaddeeq Blaou, Ibrahim Badi , Mohd Abdol Rahman, Mohd Fahrul Bin Hassan	361
34.	BARRIERS, CHALLENGES AND OPPORTUNITIES TO IMPROVE OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT IN SMALL AND MEDIUM ENTERPRISES IN SERBIA: CASE STUDY APPROACH	
	Marija Savkovic, Marko Đapan, Ivan Mačužic, Petar Todorovic, Milan Radenkovic, Arso Vukicevic, Nastasija Mijovic	369
35.	COMMUNICATION MANAGEMENT ISSUES IN PRODUCTION SYSTEMS – CONFLICT STYLES ANALYSIS	
	Aleksandar Aleksic, Milos Markovic	379
36.	HOW TO GET GOOD PRODUCTION PROCESS ?	
	Branko Popovic	387
37.	SOCIAL ORIENTED QUALITY: FROM QUALITY 4.0 TOWARDS QUALITY 5.0	
	Slavko Arsovski	397
38.	DECISION MAKING IN INDUSTRIAL ENTERPRISES IN CONDITIONS OF UNCERTAINTY	
	Sandra Milunovic Koprivica, Aleksandar Maric, Olga Ristic, Slavko Arsovski	405
39.	MANAGING ECONOMIC GROWTH ON THE BASIS OF NATIONAL PRODUCT QUALITY IN THE CONDITIONS OF INDUSTRY 4.0	
	Elena G. Popkova	411
40.	ORGANIZATIONAL AND MANAGEMENT CHANGE IN INDUSTRY 4.0	
	Mirjana Misita, Dragan Milanovic	427
41.	GARTNER'S TOP STRATEGIC TECHNOLOGY TRENDS	
	Bogdan Nedic	433
42.	WEB BASED CLOUD SOLUTION FOR SUPPORT OF QUALITY MANAGEMENT 4.0 IN THE CONCEPT OF INDUSTRY 4.0	
	Miladin Stefanović, Aleksandar Đorđević, Hrvoje Puškarić, Miloš Petronijević	443

43.	BIG DATA AND OPEN DATA IN PUBLIC ENTERPRISES AS AN INITIAL STEP OF DIGITIZATION	
	Ljiljana Ilić, Aleksandar Đorđević, Milan Erić	449
44.	DEVELOPMENT OF WEB BASED APPLICATION USING SPA ARCHITECTURE	
	Hrvoje Puškarić, Aleksandar Đorđević, Miladin Stefanović, Marija Zahar Đorđević	457
45.	MAIN PRINCIPLES OF DYNAMIC RANDOM ACCESS MEMORY (DRAM) AND ANALYSIS OF DRAM MARKET	
	Filip Erić	465
46.	INDUSTRIAL PACKAGING: TECHNOLOGY, APPLICATIONS AND PRECAUTIONS IN THE CASE OF PALLETIZED PRODUCTS	
	Alessandro Greco, Giangiacomo Minak, Massimiliano Vaccari, Andrea Renzini	473
47.	SELECTION CRITERIA OF MATERIALS USED IN 3D PRINTERS	
	Ayşegül Akdoğan Eker	487
48.	LAYER THICKNESS INFLUENCE OF MACRO- AND MICROSTRUCTURE QUALITY OF 3D PRINTED PARTS	
	Aleksija Đurić, Ranka Gojković, Biljana Marković, Slaviša Moljević, Jelica Anić	495
49.	RELATIONSHIP BETWEEN EMPLOYER BRANDING, EMPLOYEE RETENTION AND COMMITMENT IN PHARMACEUTICAL INDUSTRY: AN EMPIRICAL INVESTIGATION	
	Makarand Upadhyaya, Asma Ayari	501
50.	FERROMAGNETICS IN MAGNETIC RESONANCE IMAGING	
	Jasna Radulović, Mina Vaskovic Jovanovic, Miroslav Trajanovic	521
51.	BUILDING INTEGRATED PHOTOVOLTAICS - POTENTIAL AND APPLICATION	
	Jasna Radulović, Danijela Nikolić, Jasmina Skerlić, Mina Vasković Jovanović, Ljubiša Bojić	527
52.	A REVIEW OF TELECOMMUNICATIONS SERVICE QUALITY DIMENSIONS	
	Abd-Elrahman Abd-Elrahman	533
53.	IMPROVEMENT OF CT SCAN QUALITY BY REDUCING EFFECTIVE DOSE	
	Jasna Radulović, Nikola Mijailović, Marijana Gavrilović Božović	547
54.	RESEARCH OF THE SCOPE OF TESTING REQUIRED FOR QUALIFICATION OF THE HVAC SYSTEM	
	Ilija Tabašević, Dragan D. Milanović	553

55.	GLOBAL PROOF FOR CONSISTENT QUALITY - QUALITY CONSTRUCTION PRODUCT	
	Sonja Cherepnalkovska, Kristina Bombas Georgievska, Dejan Ristic,	563
56.	QUALITY CONTROL OF REBAR COUPLERS IN SPLICING OF REINFORCEMENT BARS	
	Željka Radovanović	569
57.	TPM - TOTAL PRODUCTIVE MAINTENANCE	
	Marko Zlatić	581
58.	THE WORLDWIDE SETTING OF HIGHER EDUCATION QUALITY ENHANCEMENT ACTIVITIES COUPLED WITH KPIS: AN OPEN COMPOSITION FOR YARMOUK UNIVERSITY IN JORDAN	
	Ali A. A. Rawabdeh, Rami M. Tubaishat	591
59.	ON THE QUALITY ENHANCEMENT CONDITIONS OF EDUCATIONAL PROCESSES IN UNIVERSITIES	
	Saida Khairova, Oksana Kulikova, Khoroshilova Elena Khoroshilova, Sidorova Tamara Sidorova, Bari Khairov	597
60.	QUALITY AND INSPIRATIONAL TEACHING AT HIGHER EDUCATION INSTITUTIONS FROM THE STUDENT'S POINT OF VIEW	
	Zorica Lazic	607
61.	A 'NEWPARADIGMATIC' PERSPECTIVE ON EDUCATING STUDENTS BEYOND NARCISSISTIC MODELS. TOWARDS PSYCHO-LINGUISTIC QUALITY IN INTERPERSONAL COMMUNICATION	
	Marta Bogusławska-Tafelska, Natalia Malenko, Alina-Andreea Dragoescu Urlica	613
62.	THE TECHNOLOGY OF A FEEDBACK CHANEL DEVELOPMENT FOR IDENTIFY THE STUDENT STATE IN THE LEARNING ERGATIC VIRTUAL REALITY SYSTEM	
	I.V. Veshneva, A.A. Bolshakov, R.A. Singatulin	619
63.	IMPROVEMENT OF BUSINESS PROCESSES IN PUBLIC UTILITY COMPANIES	
	Luka Marković	629
64.	ELEI- METRIC FOR MEASURING ELEARNING EFFECTIVENESS	
	Shirshendu Roy, Samar Bhattacharya, Prasun Das	635
65.	MANAGING DIGITAL LITERACY FOR QUALITY ASSURANCE OF FEDERAL UNIVERSITIES IN NORTH CENTRAL NIGERIA	
	Michael Ogundele	645

66.	ESP TEACHING IN HIGHER EDUCATION-CHALLENGES AND ISSUES	
	Lulzime Kamberi, Alina-Andreea Dragoescu Urlica, Makfirete Ameti	655
67.	POTENTIAL OF FOREIGN LANGUAGES IN FORMING PROFESSIONAL COMPETENCY	
	Margarita Tsyguleva	663
68.	QUALITY OF TRAINING AGAINST EMPLOYEE CAPABILITY IMPROVEMENT AT PT BNI SYARIAH	
	Rizqi Adhyka Kusumawati, Muafi	673
69.	ESP FOR THE LIFE SCIENCES DESIGNING AN ENGLISH TEXTBOOK FOR SUSTAINABLE LEARNING	
	Alina-Andreea, Dragoescu Urlica, Laura-Ioana Coroama-Dorneanu, Lulzime Kamberi, Natalia Malenko	681
70.	MANAGEMENT WITH THE SYSTEM OF EDUCATION AND MOTIVATION OF EMPLOYEES IN THE HOTEL INDUSTRY IN MACEDONIA	
	Elizabeta Mitreva	687
71.	TOURISM SHOPPING BEHAVIOR: THE ROLE OF DESTINATION IMAGE AND PERCEIVED QUALITY ON WORD-OF-MOUTH	
	Ratna Roostika, Cahyo Putra Wibowo	699
72.	THE ROLE OF COLOR SENSING AND DIGITALIZATION ON THE LIFE QUALITY AND HEALTH TOURISM	
	Tamara Jakovljevic, Tadeja Jere Jakulin, Gregor Papa	713
73.	MODEL FOR MEASURING THE EFFICIENCY OF THE PRODUCTION PROCESS IN THE AUTOMOTIVE INDUSTRY	
	Dragana Rejman Petrović, Zora Arsovski, Predrag Mimović	721
74.	INNOVATION IN SOLAR VEHICLES: FROM THE IDEA TO THE PROTOTYPE IN LESS THAN 24 MONTHS	
	Cristiano Fragassa, Giangiacomo Minak, Marko Lukovic, Stefano Maglio	727
75.	TOWARD A SUSTAINABLE MOBILITY: A SOLAR VEHICLE FOR A NEW QUALITY OF LIFE	
	Ana Pavlovic, Cristiano Fragassa, Giangiacomo Minak, Marko Lukovic	731
76.	DETAILED ANALYSIS OF GRR STUDY RESULTS AND THEIR VISUALIZATION	
	Pavlna Mikulová, Andrés Carrión García, Jiří Plura	737
77.	EFFECTIVENESS OF PREVENTIVE MAINTENANCE OF MOTOR VEHICLES	
	Vojislav B. Krstić, Božidar V. Krstić	745

78.	THE SIGNIFICANCE OF ELV RECYCLING EQUIPMENT FROM THE ASPECT OF PRESERVING NATURAL RESOURCES IN THE REPUBLIC OF SERBIA	
	Nikola Komatina, Aleksandar Aleksić, Danijela Tadić	753
79.	THE ANALYSIS OF THE IMPACT OF RECYCLING EQUIPMENT IN THE AUTOMOTIVE INDUSTRY IN TERMS OF CIRCULAR ECONOMY	
	Marija Savković, Aleksandar Aleksić, Danijela Tadić, Nikola Komatina, Tijana Cvetić	759
80.	FINANCING SMALL AND MEDIUM-SIZED ENTERPRISES AND ENHANCING QUALITY: PRIVATE EQUITY INSIGHTS	
	Nikola Stefanović, Lidija Barjaktarović	769
81.	QUALITY OF LIFE AND SOCIETY 5.0	
	Slavko Arsovski	775
82.	SOCIAL CONNECTIONS AND WELLBEING	
	Ljubisa Bojic	781
83.	THE INFLUENCE OF CIRCULAR ECONOMY ON QUALITY OF LIFE	
	Paweł Nowicki, Piotr Kafel, Magdalena Wojnarowska	787
84.	METHODOLOGY OF LIFE CYCLE SUSTAINABILITY ASSESSMENT	
	Danijela Nikolic, Sasa Jovanovic, Jasmina Skerlic, Vanja Sustersic, Jasna Radulovic	793
85.	QUALITY OF WORK LIFE SHOWN IN CORRELATIONS BETWEEN EMPLOYEES WORK MOTIVATION AND INDICATORS OF EXTERNAL COMMUNICATION OF AN ORGANIZATION	
	Tanja Radosevic, Marija Runic-Ristic	801
86.	QUALITY OF WORK LIFE (QWL), QUALITY OF LIFE (QOL) AND HAPPINESS: EXPLORING THE LINKAGES FOR MILLENNIAL WORKFORCE	
	Jolly Sahni	815
87.	THE EFFECT OF DIGITAL TRANSFORMATION ON THE DEVELOPMENT OF QUALITY IN WORK LIFE	
	Bülent Eker	825
88.	SOME INFLUENTIAL ASPECTS ON THE QUALITY OF RAILWAY BUSINESS OPERATIONS	
	Zoran Antić, Zoran Nešić, Nevena Miletović, Đorđe Mihailović	831

89.	MATHEMATICAL DYNAMIC MODEL FOR “GREEN FINANCE” SUSTAINABLE GROWTH	
	Alina Steblyanskaya, Zhen Wang, Nailya Gabdrahmanova	837
90.	TOWARD FUTURE: POSITIVE NET-ENERGY BUILDINGS	
	Jasmina Skerlić, Danijela Nikolić, Jasna Radulović, Saša Jovanović, Aleksandar Mišković	853
91.	MARKET ANALYSIS IN THE REPUBLICS OF SERBIA FROM THE ASPECT OF THE CIRCULAR ECONOMY IN THE ELV DOMAIN	
	Tijana Cvetić, Marija Savković, Aleksandar Aleksić, Sonja Kostić	861
92.	ENSURANCE OF QUALITY OF ENTRY, RECONSTRUCTION AND APPLICATION FOR CHANGING AGRICULTURAL GARDENS WITH THE USE OF INFORMATION TECHNOLOGIES	
	Srećko Ćurčić, Marija Blagojević, Olga Ristić	869
93.	RATIONAL SUSTAINABLE USE OF WASTE BIOMASS IN THE DEVELOPMENT OF THE LOCAL COMMUNITY	
	Srećko Ćurčić, Aleksandar Peulić, Momčilo Vujičić	875
94.	MARKETING MIX AND BRAND IMAGE ON PURCHASE DECISION AND POST PURCHASE BEHAVIOUR: CASE STUDY OF JOGJA BAY WATERPARK	
	Rizky Abadhanny Pribadi	883
95.	ACADEMIC ENTREPRENEURSHIP IN LIGHT OF THE EU FUNDS IN POLAND 2014-2020	
	Anna Prusak, Tadeusz Sikora, Magdalena Niewczas-Dobrowolska	901
96.	ANALYSIS OF THE SERBIA’S INNOVATION PROFILE	
	Sanja Puzović, Jasmina Vesić Vasović, Vladan Paunović, Zoran Nešić, Aleksandar Dragašević	911
97.	INNOVATIVE CULTURE IN THE TERM OF QUALITY CULTUREE	
	Milan Vukčević, Milan Perović, Srdjan Martić	919
98.	IMPACT OF INNOVATION ON THE GROWTH AND DEVELOPMENT OF SMEs IN BOSNIA & HERZEGOVINA	
	Dino Tihić, Slaviša Moljević, Ranka Gojkovic	929
99.	OPEN INNOVATION AS A NEW PARADIGM IN RESEARCH AND BUSINESS	
	Slobodan Malbasic, Aleksic Aleksandar	937
100	THE EFFECTIVENESS OF APPLYING STORYTELLING IN ADVERTISING SPOTS	
	Adriana Vallejo, Stefos Efstathios, Mercy Guamán, María Banegas, Adrián Narvaez	945

101	THE ALIGNMENT OF INNOVATION STRATEGY, ISLAMIC HRM PRACTICES, AND ORGANIZATIONAL PERFORMANCE; A CONTINGENCY APPROACH	
	Muafi, Qurotul Uyun	959
102	HOW THE IMPLEMENTATION OF SCIENCE AND TECHNOLOGY TRANSFORMATION IN DEVELOPING POTENTIAL OF HIJAB SMEs IN GRESIK	
	Jun Surjanti, Yoyok Soesatyo, Sanaji Sanaji, Setya Chendra Wibawa	969
103	ANALYSIS OF NATURAL GAS CONSUMPTION IN HOUSEHOLDS	
	Angelina Pavlović, Saša Jovanović, Slobodan Savić, Danijela Nikolić, Jasmina Skerlić	979
104	MODELING SMART TOURISM	
	Slavko Arsovski, Zora Arsovski	989
105	LIQUIDITY AS PERFORMANCE INDICATOR – THE IMPACT OF MARKET CHANGES AND MANAGERIAL DECISIONS	
	Nastasija Mijović, Petar Todorović, Ivan Mačužić, Marko Đapan, Arso Vukićević, Marija Savković	997
106	A ‘NEWPARADIGMATIC’ PERSPECTIVE ON EDUCATING STUDENTS BEYOND NARCISSISTIC MODELS. TOWARDS PSYCHO-LINGUISTIC QUALITY IN INTERPERSONAL COMMUNICATION	
	Marta Bogusławska-Tafelska, Natalia Malenko, Alina-Andreea Dragoescu Urlica	1005
107	A REVIEW ON MEASURING THE SUCCESS OF SMART CITY INITIATIVES	
	Krešimir Buntak, Maja Mutavdžija, Matija Kovačić	1011
108	FAILURE ANALYSIS OF LIGHT COMMERCIAL VEHICLES’ BRAKING SYSTEM	
	Dobrivoje Ćatić, Jasna Glišović	1019
109	IMPACT OF MEDICAL LOGISTICS ON THE QUALITY OF LIFE OF HEALTHCARE USERS	
	Krešimir Buntak, Matija Kovačić, Ivana Martinčević	1025
110	ANALYSIS OF THE FAULT TREE OF THE CROP SPRAYER PUMP	
	Dobrivoje Ćatić, Milan Vasić, Jasna Glišović	1033

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IMPACT OF MEDICAL LOGISTICS ON THE QUALITY OF LIFE OF HEALTH CARE USERS

One of the logistics function is providing all the resources needed to carry out a process that seeks to meet the requirements of the interested parties. Inability to provide resources in the health care system as a result may have a waiting list, which can result in significantly impaired quality of life due to the fact that healthcare providers have to wait for the service for a longer period of time, which may correlate with deteriorating their health status. The optimization and development of the medical logistics system can influence the reduction of the waiting list, i.e. the allocation of all the resources needed to provide adequate health care to the users. Furthermore, medical logistics are essential when it comes to natural and other catastrophes in which it is necessary to provide a quality healthcare service to a disadvantaged society. Given this fact, the purpose of this research is to provide an overview of available works on medical logistics and to point out the inadequate number of research and papers dealing with this topic. The paper is based on a secondary research of relevant databases as well as on the subject of available scientific and professional papers.

Keywords: logistics, medical logistics, health care, quality of life, logistics and quality

1. Introduction

The quality of life of today's society is determined by a large number of factors, and some of these factors are the financial condition, i.e. the income and amount of money that an individual, but also the society as a whole have, availability of health care, family relationships, etc. (Martinez-Martin et al. 2012) Health care is one of the factors of quality of life and insufficient health care as well as long waiting lists can result in impairment of quality of life. On the other hand, the quality of health care as well as general health care

services is determined by the rate at which the requested service is provided, the length of stay of the patient in the hospital, mortality rate, patient satisfaction, etc. (MHSW, 2011)

The problems that facing the present health system are related to waiting lists which may be due to inefficiency and inefficiency of the system. Given the fact that the health system has limited resources, including diagnostic devices, the availability of competent medical staff, financial constraints and other types of restrictions, the health system is challenged to optimize existing processes and find the way how to use available

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resources in order to meet the user's requirements. Health organizations can respond to this challenge by constantly improving their processes by applying some of the methods of continuous improvement or optimization of the medical logistics system.

However, the optimization of the system of medical logistics is not only related to raising the quality of life, but also by reducing the costs that health organizations can have. Medical logistics support all healthcare processes, which means that it must provide all resources such as medical supplies, etc.

2. Literature overview

Landry and Philippe (2004) observe medical logistics as a mechanism by which the health system ensures regular maintenance, supply of medical aids and tools, waste disposal, cleaning and sterilization as well as other supporting activities related to the provision of support for the healthcare process. (Landry & Philippe, 2004) Furthermore, Pan and Pokharel (2013) look at the medical logistics through the aspect of managing the warehouse in a health organization as well as operations related to warehousing activities such as procurement and inventory management. (Pan & Pokharel, 2007) Algerian, Benzidia, Boulakis (2018) observes the role of medical logistics in managing the supply chain in the health care system and emphasize the importance of the same in ensuring the flow of all resources as well as ensuring the flow of health care users. (Ageron, Benzidia, & Boulakis, 2018) The importance of supply chain management as well as the importance of optimizing logistic activities in it are highlighted by Kwon, Kim, Martin (2016) that highlights the crucial importance of the supply chain in securing all the necessary resources needed to deliver quality service health care to users of the same. (Kwon, Kim, & Martin, 2016) Granlund and

Wiktorsson identify the challenges that today's healthcare system encounters in the aging of the population as well as the health problems arising from the way of life of today's society. They emphasize the need and importance of automating the activities of internal transport in health organizations. (Granlund & Wiktorsson, 2013) However, logistics is not only related to inward transport, but also related to transportation to a health organization. The location of the health organization is one of the parameters that research Ahmadi-Javid, Seyedi, Syam (2017) that emphasize that the accommodation of a health organization must be such as to ensure as simple and quick access to all users requiring urgent medical assistance as well as users of secondary, tertiary and quaternary medical assistance. (Ahmadi-Javid, Seyedi, & Syam, 2017) Available papers and research point to the importance of developing and optimizing medical logistics as well as the impact it has on the quality of health services provided to users. It is undoubtedly that the importance of medical logistics has been rising with the increase in the demands of stakeholders primarily associated with a reduction in the waiting list, as well as an increase in the quality of health care provided.

3. Definition

The significance of logistics for the functioning of society is evident from the logistic definition itself. Logistics is a set of activities that manage goods flows in the value chain to ensure fulfillment of stakeholder requirements. (Krpan, Furjan, & Maršanić, 2014) Accordingly, logistics aims to reducing inventory, optimizing the goods flow through the value chain, and reducing costs associated with executing stakeholder requirements. (Kozina & Darabuš, 2013) Medical logistics, on the other hand, provide resources such as diagnostic devices, medical devices, instruments, competent

medical staff as well as all other resources needed to deliver health care to users. (The United States Army, 2013)

When it comes to conceptual definition of logistics, it is necessary to define the supply chain that cannot perform the required tasks without the existence of an adequate logistic system. The supply chain in the health care context is made up of a number of actors that provide healthcare services to users, is a system that assures added value to the user, which implies improving its health status. (Aronsson, Abrahamsson, & Spens, 2011) Medical logistics and the supply chain in healthcare are aimed at ensuring the flow, reducing the waiting time of the user to provide healthcare services and timely provision of all the resources needed to meet the demands that healthcare user places on a healthcare organization as well as the health system as a whole.

4. Influence of Medical Logistics on the Health System

Medical logistics have to be looked at in a comprehensive way, which means identifying its potential impact on increasing the level of service quality delivered to the user. In the context of the Republic of Croatia, Ostojić, Bilas and Franc (2012) write that the health system faces over-indebtedness, too many hospital facilities whose capacity is not fully met as well as insufficiently well-used medical superstructure, which implies devices and equipment. (Ostojic, Bilas, & Franc, 2012) However, in addition to the challenges that the health system faces, it is necessary to mention the inefficiency of the system, as well as insufficient organization, the obsolescence of medical devices and appliances used, and insufficient and irrational use of existing equipment, which leads to waiting lists which damages quality life of health care users. (MZISS, 2012) In line with the identified challenges that the

health system faces and the lack of scientific and professional papers in the field of medical logistics, there is a demand for strengthening the research and the possibilities that medical logistics have in terms of increasing the efficiency, flow and ensuring the necessary resources to reduce the waiting list, on the other hand, increases the satisfaction of health service users.

The potential of medical logistics is great considering the fact and the need for optimization to increase the resource flow through the supply chain as well as the process of providing health care services. Medical logistics have a special application and importance in natural and other disasters, that is, emergency situations that require great efforts to provide the necessary resources for health care and customer service. Additionally, in emergency situations, medical logistics are also confronted with the challenges associated with securing warehouses and stored resources from possible alienation or damage to them. (VanVactor J., 2010) In this context, medical logistics must strategically consider planning given the fact that, when major disasters and catastrophic events occur, the availability of resources is significantly reduced, and the stresses along the supply chain increase, leading to a demand for an optimal, strategic would allow all sides affected by the disaster to meet their demands. (VanVactor J., 2012) The traditional supply chain in health care differs significantly from the supply chain that is created when natural disasters appears and in that context the importance of strategic planning is growing. (Syahrir & Vanany, 2015) As the demand increases with increasing environmental turbulence and often decreasing the quality of life, or increasing the number of medical conditions requiring treatment, there is an increasing need to increase the flexibility of the health care process and timely provision of related resources. Medical logistics are therefore forced to implement new systems and

principles such as the JIT system. The JIT system in the medical supply chain greatly increases the efficiency and effectiveness of the process, and the storage costs are reduced or completely canceled. However, in order for the health care organization to take over the JIT system, it is necessary to adjust it depending on the organization itself. (Gary Jarrett, 1998) A number of authors in their research emphasize the benefits that arise from the implementation of the JIT system in the health care logistics system as well as the supply chain as a whole. However, the authors also talk about the need to fundamentally change the set of supply chains as well as the overall logistical system in organizations, which means reengineering of the system. (Jarrett, 2006)

Given the importance of medical logistics, with regard to resource constraints, there is a need to introduce operational research in the medical logistics system that is a component of economic logistics when it comes to optimizing the traffic congestion route. However, operational research is not only applicable in the context of optimizing external transport, but also internal transport, which implies optimizing the route of movement. (Melo, 2012) Thus, logistics has an important and irreplaceable impact when it comes to providing all the resources needed for the normal running of the process. Efficiency of logistic processes can correlate the efficiency of all processes that logistics provides the necessary resources for normal functioning, ie meets the identified requests of interested parties. As an example of good practice of developing and strengthening the development of medical logistics as well as the creation of internal logistics centers within healthcare organizations, one should mention Germany, which in some of its health organizations has created a logistic system but also logistics centers located outside healthcare organizations. Which form of the organization's logistics system will depend on its needs as well as the size of the system

itself, ie the demands placed on it by interested parties, especially the users of the service. (Wibbeling, 2018) There is no doubt that medical logistics can have an impact on increasing the quality of medical services, ie health-related health care cures that are diagnosed with healthcare users. The application of medical logistics does not only relate to the provision of all necessary resources necessary for the process, but also to mapping, identifying all resource flows in health processes, identifying bottlenecks and defining ways to eliminate the bottlenecks in the process, and the process to improve. Likewise, through the identification of routes of medical staff, i.e. the routes to which healthcare users who are hospitalized in a hospital organization are transported to the place of performing a medical procedure, medical logistics can optimize and reduce the time needed for transport, thereby affecting the reduction in length process.

4.1 Supply Chain in the Health System

The supply chain ensures the supply of all the resources required for the normal running of the process. It may appear in extended variants and shortened variants. The fundamental difference in the variants is the number of stakeholders whose supply chain consists of. In addition, the supply chain can be divided in accordance with its sustainability on sustainable and unsustainable supply chains. Sustainable supply chains are supply chains that have a backlog system implemented, which will be more words in chapter 4.2 Given the fact that the healthcare system is actually a service delivery system, the supply chain in healthcare can be viewed from the aspect of service supply chain. The way in which such supply chains are characteristic is the importance of ensuring the flow of resources, which can affect the reduction of total costs or increase user service speed. (Aronsson, Abrahamsson, & Spens, 2011)

Furthermore, in the supply network of the health care system, due to cost reduction, it often accesses outsourcing of activities such as maintenance of information systems, accounting, manufacturing and logistics. However, by outsourcing the activities of an organization, it may lose control over what may adversely affect the service provided to the user. (Paltriccia & Tiacchi, 2016)

The supply chain in the health care context consists of hospital institutions, pharmaceutical organizations, IE drug manufacturers, pharmacies, health centers, backlogs as well as other participants whose presence depends on the needs and type of healthcare processes. However, no matter what the health care process is, the supply chain and logistics have the role of providing the resources needed to process.

Furthermore, the modern supply chain faces challenges that are associated with the need for optimization of the supply network, including warehouses and related transport activities between producers, warehouses and hospital institutions. In addition, in the modern supply chain there are challenges associated with proper stock management and warehousing systems, maintenance and conclusion of contracts with trusted suppliers, definition of distribution and supply strategies as well as identification of the need for externalization of certain activities. Furthermore, there is also an inefficiency as well as the challenge of properly anticipating the required quantities of products. (Chandra & Kachhal, 2004) The mentioned inefficiency and poor supply chain optimization result in generating costs that have a total share of up to 30% of the total costs incurred by hospital organizations. Given this fact, the organization needs to approach optimizing the supply chain process through a different organization that can be determined by the needs of the health care organization. (Kazemzadeh, Sepehri, & Jahantigh, 2012)

It should be noted that the supply chain is experiencing some changes resulting from

the development of industry 4.0, which affects the digital supply chain transformation and transformation into a digital format that can reduce the overall running costs of the process.

4.2 Return Medical Logistics

Return logistics have undoubted importance when it comes to recovering used units, i.e. collection and disposal of medical waste. Once collected waste is recycled and non-recyclable material must be disposed of in a non-hazardous manner. The importance of recycling is particularly important because of the fact that demand for products and services is growing, and the amount of resources available for their production is decreasing.

In the context of health care, proper collection and storage of collecting waste is of crucial importance because such waste is in many cases dangerous to the health of people in its immediate vicinity. Particular attention should be paid to nuclear waste arising as a result of some medical procedures. Such waste must be properly stored and stored, and additional precautions should be taken when it is taken to reduce the risk of harm to any unwanted or malicious procedures of third parties. (Pereira, Silva, & Teixeira, 2012) It should also be emphasized that attention should be paid to the optimization of routes for medical waste collection in order to minimize the number of empty runs when collecting this type of waste. For route optimization, the organization can use a variety of computer-aided programs that can reduce the amount of time it takes to collect and waste waste, which directly implies a reduction in costs. (Hachicha, Mellouli, Khemakhem, & Chabchoub, 2014)

However, return logistics does not only

relate to the collection and disposal of medical waste, but also refers to the reimbursement of oversized quantities of ordering products as well as the reimbursement of wrongly ordered products. Furthermore, return logistics also refer to the withdrawal of products that are deemed not to conform to the requirements set by customers.

5. Conclusion

Medical Logistics has the task of providing the necessary resources to carry out healthcare processes in health organizations. Optimization of logistics processes, resulting in increased resource flow in the process as well as the supply chain, which can result in an increase in the quality of the service provided, or reduction of the waiting list. But medical logistics is not just about securing all the resources needed, but also managing and optimizing stocks available in the warehouses because of the fact that too much inventory can be a cost generator that can additionally burden healthcare organization.

Due to the increasing demands placed on the health system, new innovative solutions are emerging as a result of which there is additional strain on the supply chain and to meet the demands of the interested parties.

One of such innovations is the accommodation of health care users in their place of residence, which places on the logistics the requirement of timely provision of the necessary resources. (Gutierrez & Vidal, 2013) Using mathematical models can be significantly affected by the cost-related costs associated with the distribution of the necessary user care resources as well as the optimization of the amount of resources needed in the hospital's storage facilities. (Lapierre & Ruiz, 2007) Furthermore, there is the need for optimization and proper supply chain management because of the fact that a high share of costs stems from the activity, i.e. the processes taking place in the supply chain, as well as the fact that the inefficiency of the supply chain may have the consequence of less efficiency of health organizations. Industry 4.0 is changing understanding the supply chain as well as all logistic processes, and adapting the organization to such changes in the form of digital transformation and digitization of the supply chain becomes imperative.

Future researchers in this area are encouraged to focus on identifying mathematical models that will optimize logistic processes, which will enable the process improvement based on the simulations carried out.

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