UNIVERSITY OF ZAGREB
FACULTY OF ORGANIZATION AND INFORMATICS
V A R A Ž D I N

UDC 004:005:3
DOI: https://doi.org/10.31341/jios

ISSN 1846-3312
e-ISSN 1846-9418

Journal of Information and Organizational Sciences

JIOS VOL. 45, NO. 1, PP. 1-360, JUNE 2021

JIOS
Journal of Information and Organizational Sciences

UDC 004:005:3
ISSN 1846-3312
e-ISSN 1846-9418
DOI: https://doi.org/10.31341/jios

Publisher
Faculty of Organization and Informatics, University of Zagreb, Varaždin, Croatia

Editor
Alen Lovrenčić, Faculty of Organization and Informatics, University of Zagreb, Varaždin, Croatia

Editorial Secretary
Goran Hajdin, Faculty of Organization and Informatics, University of Zagreb, Varaždin, Croatia

Editor-in-Chief
Nina Begičević Ređep, Faculty of Organization and Informatics, University of Zagreb, Varaždin, Croatia

Advisory Board
Goran Bubaš, University of Zagreb, Croatia
Marina Klačmer Čalopa, University of Zagreb, Croatia
Ivan Magdalenić, University of Zagreb, Croatia
Neven Vrček, University of Zagreb, Croatia

Editorial Board
Igor Balaban, University of Zagreb, Faculty of Organization and Informatics, Varaždin, Croatia
Nina Begičević Ređep, University of Zagreb, Faculty of Organization and Informatics, Varaždin, Croatia
Michael Bosnjak, University of Trier, Germany
Leo Budin, University of Zagreb, Faculty of Electrical Engineering and Computing, Croatia
Ivica Crnković, Mälardalen University, Sweden
Blaženka Divjak, University of Zagreb, Faculty of Organization and Informatics, Varaždin, Croatia
María José Escalona, University of Seville, Spain
Joaquim Filipe, Polytechnic Institute of Setúbal, School of Technology of Setúbal, Portugal
Mirta Galesic, Santa Fe Institute, United States
Matjaž Gams, Jozef Stefan Institute, Department of Intelligent Systems, Slovenia
Veljko Jeremić, University of Belgrade, Faculty of Organizational Sciences
Mike Joy, University of Warwick, United Kingdom
Dragutin Kermek, University of Zagreb, Faculty of Organization and Informatics, Varaždin, Croatia
Božidar Kliček, University of Zagreb, Faculty of Organization and Informatics, Varaždin, Croatia
Douwe Korff, London Metropolitan University, United Kingdom
Michael Lang, National University of Ireland - Galway, Ireland
Pavle Mogin, Victoria University of Wellington, School of Mathematics, Statistics, and Computer Science, New Zealand
Dirk Neumann, University of Freiburg, Germany
Dijana Oreški, University of Zagreb, Faculty of Organization and Informatics, Varaždin, Croatia
Ján Paralič, Technical University Kosice, Slovakia
Algirdas Pakstas, London Metropolitan University, United Kingdom
Rimantas Petrauskas, Mykolas Romeris University, Lithuania
Roman Povalej, Institute AIFB, University of Karlsruhe (TH), Germany
Wolf Rauch, University of Vienna, Austria
Slobodan Ribarić, Faculty of Electrical Engineering, Croatia
Markus Schatten, University of Zagreb, Faculty of Organization and Informatics, Varaždin, Croatia
William Steingartner, Technical University of Kosice, Slovakia
Diana Šimić, University of Zagreb, Faculty of Organization and Informatics, Varaždin, Croatia
Vjeran Strahonja, University of Zagreb, Faculty of Organization and Informatics, Varaždin, Croatia
József K. Tar, Institute of Intelligent Engineering Systems, John von Neumann Faculty of Informatics, Budapest Tech, Hungary
Polona Tominc, University of Maribor, Faculty of Economics and Business, Slovenia

Publishing Board
Darko Grabar, Mladen Konecki, Bernarda Kos

JIOS
Journal of Information and Organizational Sciences

www.jios.foi.hr

Contact
Alen Lovrenčić
Faculty of Organization and Informatics
University of Zagreb
Pavlinska 2, HR-42000 Varaždin, Croatia
Tel.: +385 42 390 866
Fax: +385 42 213 413
E-mail: alen.lovrencic@foi.unizg.hr
E-mail: jios@foi.hr (Corespondence Mail)
jios-pub@foi.hr (Publishing Board)
URL: www.jios.foi.hr

Proofreading
Authors

Copyeditor and Computer Type Set
Goran Hajdin
Mladen Konecki

Cover and Layout Design
ri mo dizajn

Printing
Printera Grupa d.o.o., Sveta Nedelja, Croatia

JIOS is indexed in the following repositories and portals
Academic Journals Database
Academic Resource Index
BASE
Central and Eastern European Online Library (CEEOL)
CORE
CWTS Journal Indicators
Dimensions
Directory of Open Access Scholarly Resources(ROAD)
Directory of Open Access Journals (DOAJ)
Directory of Research Journals Indexing (DRJI)
ERIH PLUS
EuroPub – Directory of Academic and Scientific Journals
Genamics JournalSeek
Google Scholar
HRČAK - Central portal of Croatian scientific journals
Index Copernicus
Information Matrix for the Analysis of Journals (MIAR)
International Journal Impact Factor (IJIFACTOR)
J-Gate
JournalTOCs
LENS.ORG
Microsoft Academic
OAIster
Open AIRE
Open Academic Journals Index (OAJI.net)
PRADEC
Scientific Indexing Services (SIS)
Scilit
Ulrich's Periodicals Directory
VINITI RAN
WorldCat

JIOS is indexed in the following databases
SCOPUS
Emerging Sources Citation Index (ESCI) - WoS
Aerospace Database – ProQuest
Civil Engineering Abstracts – ProQuest
Central & Eastern European Academic Source (CEEAS) - EBSCO
Communication Abstracts - ProQuest
INSPEC
Library & Information Science Source (EBSCO)
Library and Information Science Abstracts (LISA) - ProQuest
Library Literature & Information Science – EBSCO
Metadex – ProQuest

Subscription Information
JIOS is published twice per year.
Printed in 100 copies.
Subscription rate per volume for the printed edition is 100 HRK (15€).
To subscribe for a printed copy, please contact thepublisher at jios-pub@foi.hr.

Access to JIOS is free of charge through following sources:
Journal of Information and Organizational Sciences
Hrčak - central portal of Croatian scientific journals
Directory of Open Access Journals (DOAJ)
OAIster

Creative Commons Licence
Journal of Information and Organizational Sciences by Faculty of Organization and Informatics is licensed under a Creative Commons Attribution-NonCommercial-NoDerivatives 4.0 International License.
http://creativecommons.org/licenses/by-nc-nd/4.0/

JIOS
Journal of Information and Organizational Sciences

CONTENTS

From the Editor	III
Mario Jadrić, Maja Ćukušić, Tea Mijač: Relating Smart Governance as a University Feature to Students' University Perceptions Survey Paper	1-20
Oleg Tikhonenko, Marcin Ziółkowski: Queueing Systems with Random Volume Customers and their Performance Characteristics Original Scientific Paper	21-38
Jasmina Đurašković, Dejan Viduka, Marina Gajić - Glamočlija: The Use of E-government from the Perspective of Biggest Business Entities in Serbia Original Scientific Paper	39-53
Shadrack Katuu: Trends in the Enterprise Resource Planning Market Landscape Survey Paper	55-75
Alexander Rubtsov, Violetta Levshina, Svetlana Mamaeva, Ludmila Khramova, Igor Khramov: Application of Fuzzy Set Theory in the Distribution of Information Flows of a Network Information System Original Scientific Paper	77-94
Heri Akhmadi, Susanawati Susanawati, Nindia Putri Utami, Aris Slamet Widodo: Use of WhatsApp Application on Fruit Marketing Communication: A Traders' Experience Preliminary Communication	95-113
Weli Weli: Re-examination and expanding the EUCS Model on Cloud-based ERP system Survey Paper	115-135
Behrije Ramaj-Desku, Fatos Ukaj: The E-marketing Strategy Process in the Tourism Industry - Case Study Kosovo and Albania Original Scientific Paper	137-169
Ahmad H. Ababneh, Joan Lu, Prof, Qiang Xu: New Synonyms Extraction Model Based on a Novel Terms Weighting Scheme Original Scientific Paper	171-221
Nedim Dedić: EAFP: Enterprise Architecture Fusion Process Preliminary Communication	223-241
Syed Muhammad Fahim, Syeda Misbah Inayat, Syed Muhammad Rafay Zaidi, Daniyal Ahmed, Ramish Hassan, Syed Zulfiqar Ali: Influence of Organizational Culture & Intellectual Capital on Business Performance in Textile Industry of Pakistan Original Scientific Paper	243-265
Essam Natsheh: Dissimilarity Clustering Algorithm for Designing the PID-like Fuzzy Controllers Original Scientific Paper	267-286
Falah Al-akashi, Diana Inkpen: Real-time Web Search Framework for Performing Efficient Retrieval of Data Original Scientific Paper	287-308
Margarida Rodrigues, Cidália Oliveira, Rui Silva: The Flexibility of Temporary Employment in Europe Original Scientific Paper	309-327
Branislav Madoš, Zuzana Bilanová, Ján Hurtuk: ΔRLE: Lossless data compression algorithm using delta transformation and optimized bit-level run-length encoding Original Scientific Paper	329-349
Publication Ethics; List of Reviewers; Instructions for Authors	351-360

VOL. 45, NO. 1, PP. 1-360, JUNE 2021

ISSN 1846-3312
e-ISSN 1846-9418