

ISSN: 2217-8147 (Online)

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

JOURNAL OF  
ENGINEERING MANAGEMENT AND  
COMPETITIVENESS (JEMC)

EDITOR: Dragan Čočkalo, Ph.D.

Vol. 11, No. 2, 2021.

ZRENJANIN 2021.

**PUBLISHER:** University of Novi Sad,  
Technical faculty "Mihajlo Pupin" in  
Zrenjanin, 23000 Zrenjanin, Đure Đakovića  
bb, Republic of Serbia.

**FOR PUBLISHER:** Dragica Radosav, Ph.D,  
*Professor, Dean of Technical faculty in  
Zrenjanin*

**EDITORIAL BOARD**

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

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

**ASSOCIATE EDITORS:**

Dejan Đorđević, Ph.D, *Professor, University of  
Novi Sad, Technical faculty "Mihajlo Pupin",  
Zrenjanin, Serbia*

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 of Maritime, Kotor,  
Montenegro*

Miroslav Radojičić, Ph.D, *Professor, University of  
Kragujevac, Faculty of Technical Sciences,  
Čačak, 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*

Ali Reza Afshari, Ph.D, *Assistant professor,  
Islamic Azad University, Department of  
Industrial Engineering, Shirvan Branch,  
Shirvan, Iran*

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 Đakovica bb  
Republic of Serbia,  
Phone: +38123550515,  
Fax: +38123550520,  
E-mail: [jemc@tfzr.uns.ac.rs](mailto:jemc@tfzr.uns.ac.rs), [jofemandc@yahoo.com](mailto:jofemandc@yahoo.com)  
<http://www.tfzr.uns.ac.rs/jemc>

PROOFREADING: PREVODILAČKA AGENCIJA

TRUTIN

Husinskih Rudara 36/15  
11060 Beograd-Palilula

COVER DESIGN: Stanislava Sinđelić, M.Sc.

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

ISSN: 2217-8147 (Online)

Zrenjanin, 2021.

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

**TABLE OF CONTENTS**

<b>CRM AND CUSTOMER DATA: CHALLENGES OF CONDUCTING BUSINESS IN DIGITAL ECONOMY</b> Mihalj BAKATOR, Dejan ĐORĐEVIĆ, Dragan ČOČKALO, Milenko ČEHA, Srdjan BOGETIĆ	<b>... 85-95</b>
<b>INFLUENCE OF ENTREPRENEURS ON JOB SATISFACTION AND ORGANIZATIONAL COMMITMENT OF EMPLOYEES</b> Jesa KREINER, Dragana SAJFERT, Svetlana ANĐELIĆ, Nikola JANČEV, Milorad ŽIVKOVIĆ	<b>... 96-105</b>
<b>EVALUATION OF PRODUCT QUALITY WITH DECIBELS</b> Branko POPOVIĆ	<b>... 106-114</b>
<b>INTERPRETING RELATIONSHIPS BETWEEN POLLUTANTS AND CARBON DIOXIDE EMITTED INTO AIR FROM INDUSTRIES IN SERBIA</b> Bulent TUTMEZ	<b>... 115-123</b>
<b>MODERN TECHNOLOGIES INFLUENCE ON PROJECT SUCCESS FACTORS IN IT SECTOR OF SERBIA</b> Tamara ZORIĆ, Vesna MAKITAN, Eleonora BRTKA, Simo MRĐEN	<b>... 124-137</b>
<b>COLLABORATIVE ECONOMY AT THE LEVEL OF THE EUROPEAN UNION: STATE AND PERSPECTIVES</b> Žarko ĐORIĆ	<b>... 138-151</b>
<b>REVIEW OF METHODS FOR MIGRATING SOFTWARE SYSTEMS TO MICROSERVICES ARCHITECTURE</b> Aleksandra STOJKOV, Željko STOJANOV	<b>... 152-162</b>

