#### Varazdin Development and Entrepreneurship Agency and University North in cooperation with: Faculty of Management University of Warsaw Faculty of Law, Economics and Social Sciences Sale - Mohammed V University in Rabat Polytechnic of Medimurje in Cakovec



# **Economic and Social Development**

57th International Scientific Conference on Economic and Social Development

## **Book of Abstracts**

Editors: Aleksandra Grobelna, Marin Beros, Hrvoje Volarevic





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# **Economic and Social Development**

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### CONTENTS

THE IMPACT OF INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT) ON HUMAN RESOURCES ......1 Daglas Koraca

**RESEARCH ON CONSUMER BEHAVIOR IN THE ENVIRONMENT OF MODERN MARKETING CHANNELS**.....10 Bozena Krizan

**RATING SYSTEMS - OPEN MANAGEMENT CONCEPT .....11** Marina Purgina, Aleksey Dobrinin, Roman Koynov 

### THE POLICY OF THE LABOUR MARKET IN BULGARIA IN THE FACE OF CHALLENGES AFTER THE PANDEMIC SITUATION CAUSED BY COVID-19

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#### ABSTRACT

This work makes a research and analyses the periods of crisis situation on the labour market in Bulgaria in the newest history of our country. A parallel is made with the measures, which were taken in the period of active economic and political transformation at the end of the nineties of the past century and the transition to market economy and the current crisis situation caused by the pandemic COVID-19 state of affairs. The prospects for action are analysed as well as the post-crisis measures and an attempt to forecast the future action is made.

*Keywords:* Social system, COVID 19, Pandemic, Labour market, Policy

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### THE IMPACT OF INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT) ON HUMAN RESOURCES

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#### ABSTRACT

It's impossible to imagine today's business needs without ICT. But, are we really aware of how ICT affects the businesses we develop? In working experience, I realized that the implementation of ICT generate changes on human resources in a way management has not expected. Changes with big impact on the company, so the importance to understand it is extremely important. This motivated me to try to develop a monitoring model, to contribute to economic science and to generalize conclusions that will help managers in similar situations. Descriptive method, quantitative and qualitative analysis, statistical methods, generalization and specialization method, comparative analysis, mathematical and graphical methods were use in the paper. The survey included 209 companies from all Croatian regions, of which 61% small, 21% medium and 18% large enterprises, classified by the amount of total revenues, number of employees and all types of sectors by the national classification. The research confirms the fact that ICT significantly influence to human resources in general increasing the number of employees, thus confirming the hypothesis: ICT generate changes in the human resources of the company. The scientific contribution of the paper is evident in determining the quantitative and qualitative impact of ICT on human resources and in developing a model for monitoring that impact. The practical contribution reflected in the ability to use the research results in the real sector. The paper provides information from previous researches, author's views, conclusions and practical data consequently, that other researchers will be able to critically process, replicate, modify, or apply it. In addition, this paper may be an incentive to explore the impacts of ICT in other areas of the economy.

*Keywords:* Human resources, Human resources management, *ICT*, Management

### ALIGNED EMPLOYEE VOICE AND MANAGER VOICE AFFECTING INNOVATION WORK BEHAVIOUR: A CASE STUDY IN JORDANIAN BANKS

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#### ABSTRACT

Innovation has become an essential tool to achieve success and long term survival in the bank sector in the Hashemite Kingdom of Jordan. And innovation work behaviour considers an important factor for the field of individual innovation which leading to innovative output. While employees 'voices and opinions play an increasingly important role in improving organizational innovations. The manager's behaviours consider the essential tool to stimulate the employee voice and enable innovation behaviour. However, drawing on the social exchange theory the purpose of this study is to examine the impact of the alignment between employee voice and manager voice on the innovation work behaviour in three banks. With attempted to extend the studies in the context of innovative work behaviour and voice behaviour. To achieve these objectives, a paired questionnaire was developed and used to collect data by 80 employees and their direct managers. However, the Statistical Package for Social Sciences program was used to analyse and test the hypotheses. The findings of the study showed that there is significant existence of alignment between employee voice and their manager voice. Furthermore, voice behaviour yields a significant predictive value for intended innovative behaviour in the workplace. Therefore we suggest maintaining the current alignment between Employee voice and the manager's voice and if possible develop it. Despite the plenty studies of voice behaviour, this study is the first in comprehensively examine the existence of alignment between employee voice and manager voice and the role of this alignment on the innovation work behaviour, with the aim to help the practitioners to develop and improve their work innovation behaviour and provide a practical insight to exploit internal opportunities and foster employee voice. As well as and due to the lack of previous researches focused on the study voice behaviour in the developing countries. **Keywords:** Employee voice, Manager Voice, Innovation work behaviour

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## COMPARATIVE ANALYSIS OF GOVERNMENT REVENUE AND EXPENDITURES IN THE CASE OF THE FEDERAL GOVERNMENT OF ETHIOPIA

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#### ABSTRACT

In civilized societies taxation is one of the oldest activities, which has been playing a key role for thousands of years. Public expenditure in developing countries like Ethiopia plays an important role in the process of economic development. The general objective of the study was to make a Comparative analysis of government tax revenue and expenditure budget of the federal government of Ethiopia. To conduct the study both primary and secondary data were used. Primary data were collected from the ministry of finance and economic cooperation and the tax authority using questionnaire and interviews. The collected data were analyzed using SPSS 21 version. The findings show that the tax authority has limitations in using technologies to modernize the tax administration, poor the tax collection capacity. The Tax to GDP ratio of the country is low as compared to the sub-Saharan countries. There are different factors for the poor tax collection performance; weak enforcement and low tax audit coverage, and lack of strong cooperation with stakeholders. The government has weaknesses in the management public resources. The tax authority should use different Medias to create taxpayers awareness about tax, should strengthen its tax enforcement department to bring non taxpayers to the tax net. **Keywords:** Tax, Enforcement, Tax audit and expenditure

### METHODS OF BUSINESS RISK ANALYSIS IN THE PROCESS OF MANAGING BUSINESS OPERATIONS OF MULTINATIONAL COMPANIES

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#### ABSTRACT

Multinational companies (MNCs) have become a relevant and influential factor for the achievement of competitive advantage on the global market. They expand their operations outside their home countries. The assessment of the role and importance of modern MNCs in the world economy implies a good understanding of all their forms and functioning of the global market. The risks MNCs are facing in their business, in addition to the usual business risks in foreign trade, are currency, transport, insurance, credit risks. They are additionally exposed to the risks of the resident country, which include political, corruption, criminal, or war risks. Although risk is an integral part of business operations, one should know how to manage it by making informed decisions based on modern analyses of quality data. The hypothesis in this paper is that knowledge of different qualitative and quantitative risk analysis methods makes it possible to determine the vulnerability of the system due to the existence of business risks. Practical examples from the operations of the selected MNC on the global market will be

considered using statistical correlation methods and trend analysis. The analysis will cover business risks MNCs are facing as well as business risk management methods appropriate for their identification and elimination. Statistical software IBM SPSS Statistics 24 and MS Excel will be used for the analysis and presentation of results.

**Keywords:** Multinational companies, Business risks, Methods for analysing business risks, Energy sector

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### PROBLEMS OF STRUCTURAL DEFORMATION AND ANALYSIS OF THE STATE OF REINVESTMENT IN AZERBAIJAN

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#### ABSTRACT

Attaining objectives of socio-economic development requires establishment of effective mechanisms of modernization of an economy structure. The necessity of applying reinvestment mechanism in the course of reforms is analyzed in the article. The directions of reinvestment and the relationship between economic growth, reinvestment and economy sector have been reviewed. The influence of investment and reinvestment on changes in the economy structure has been analyzed. The problems of structural deformation have been disclosed and the state of the branches for investment and reinvestments has been described. The state of invested reinvestments, including the one in the public, private sectors of the economy has been analyzed. The difficulties arising from the usage of reinvestments have been displayed. The complexity of the interrelationship of reinvestment, economic growth and sustainable innovative development has been determined, the possibilities to optimize the economy structure through the reinvestment mechanism have been analyzed. In the course of study, comparative analysis, methods of observation and groupings have been used. Recommendations have been put forward to improve an efficiency of investments and practical recommendations concerning reinvestments have been provided. **Keywords:** Reinvestment, Economic growth, Industries, Regulation, Investments, Structure

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### ELECTRONIC INFORMATION EDUCATIONAL ENVIRONMENT AS A NECESSARY COMPONENT OF THE MODERN EDUCATION SYSTEM

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#### ABSTRACT

The Federal State Educational Standard of Higher Education in the Russian Federation are expanding the Scope of a higher educational institution towards the formation of the university electronic information-educational environment (EIEE). Along with the innovative communication technologies, the internal resources of the educational institution, of all publicly accessible web services and open educational resource created by the pedagogical community are becoming an effective mechanism for development of an E-Learning Environment. The teacher gets additional opportunities at the creative approach in the process of language education, for the organization of educational cooperation, for involving students in the development of EIEE. A teacher can transform student-learning activities from a reproductive form to a productive, personalized form. E-learning is an educational approach that combines different types of multimedia technologies to ensure better education experiences for students and teachers. Today, it is a popular approach among especially teachers and educators. The e-learning method allows teachers to provide educational materials and the related knowledge to a wide-range of learners by using more effective and efficient communication channels. Apart from that, the use of computer and Internet technologies enables educators and learners to take advantage of e-learning systems from all over the world. In this article the authors discuss some approaches to the educational process in the electronic information educational environment for the undergraduate students studying in the areas of "International Relations" and "Tourism" at Novosibirsk State University of Economics and Management. When teaching the disciplines "Foreign language", "Foreign language in the professional field", "Foreign language second", authors use educational Internet resources to individualize the educational activities of students in the traditional educational process. The important thing is to mark web resources are becoming an important tool for student learning. Their use contributes to the development of key competencies at a professional level in accordance with the educational standards of the new generation. Students are actively forming a mobile personality-oriented educational environment, becoming active participants in the formation of EIEE, which corresponds to modern trends in the development of education.

**Keywords:** creative approach, e-learning method, electronic information-educational environment, mobile personality-oriented educational environment, Web resources

### RESEARCH ON CONSUMER BEHAVIOR IN THE ENVIRONMENT OF MODERN MARKETING CHANNELS

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#### **ABSTRACT**

In the modern world, classic forms of marketing are becoming a thing of the past. Accelerated advances in technology have led to the emergence of completely new and up to several years in the past unimaginable marketing and sales tools. Over the years, marketing experts have devised new flyers and titles to watch from the car. Today they are becoming part of the past. Artificial intelligence and new programs enable the design of so-called "smart" marketing campaigns. The work done by humans is now largely done by artificial intelligent systems. In Croatia, we are witnessing the increasing use of such programs and the emergence of new occupations in the so-called digital marketing. The question is whether the experts felt that their campaigns were not successful enough or whether they wanted to alleviate their business problems. We will address the issue in another paper. Within this paper we want to present consumer behavior in modern marketing channels. Consumers are exposed to new ads on a daily basis under the baton of young marketing managers. The aim of this paper is to examine consumer behavior in the use of modern marketing channels in Croatia. For the purposes of this research, a survey questionnaire was conducted which, among other things, examines the extent to which consumers are familiar with modern marketing channels and whether they make purchases through these channels. The contribution of this paper is that it will present the current situation of consumers in the field of digital marketing. The paper can serve young marketers who are developing new innovative models of marketing advertising, but it will also give insight into the situation to researchers dealing with consumer behavior.

*Keywords:* consumer behavior, digital marketing, modern marketing channels, marketing

## RATING SYSTEMS - OPEN MANAGEMENT CONCEPT

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#### **ABSTRACT**

Achieving the target conditions for the functioning of organizations, socio-economic systems is inextricably linked with increasing the efficiency of individual performers. The most important role here is played by the issues of integrated performance assessment, rational choice of metrics. In other words, any assessment system should embody the well-known paradigm of the process approach - effective management is possible only with qualitative measurements. Initially, any rating system should provide some degree of freedom, which allows you to quickly adapt to changing operating conditions. The article considers the issues of creating rating systems based on the concept of open (agreed) management. We consider the architecture of a mutable system, focused on the use of flexible software development methodologies in which the main subsystems interact with each other through interfaces. The main idea is to use a two-stage procedure for reconciling metrics and objects of activity at each reporting period of the system. On the one hand, this approach allows us to refine and specify the metrics used in the new planning interval, taking into account previous experience. On the other hand, in the control loop there is a feedback with the direct executors who form applications to the center, according to their needs, wishes and preferences. The system evolves, at each new stage of its activity, new elements and conditions are introduced that allow updating past experience in a new planning interval. Thus, the performers are directly involved in the formation of corrective actions. The purpose of using open control elements in rating systems is to create an architecture of a changing system, where the main participants are motivated to make changes. Changes are necessary because human, socio-economic groups are in motion and constantly evolving.

**Keywords:** rating system, performance, concept of coordinated management, concept of open management, performance evaluation, multi-level system

### MOROCCAN FOLK STORIES: A SOCIO-CULTURAL PERSPECTIVE

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#### ABSTRACT

Folk stories/tales are artistic creations transmitted from one generation to another and kept alive by active tradition bearers, usually parents, grandparents and professional storytellers; they give a sense to people's lives and reveal the hidden part of human genius. The present article examines folk stories in the city of Errachidia, south east of Morocco, from a socio- cultural point of view. To be more precise, it tries to get insights into how these artistic creations, (i.e. folk stories) reveal the complex cultural values and linguistic systems in this semi-rural area and how people use these stories to create and maintain socio-cultural constructs.

*Keywords:* Culture, construct, Sahrawi community, folklore, linguistic, artistic creations, values system

### NOVEL METHODOLOGIES TO EXPLAIN SMES' INTERNATIONALISATION

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#### ABSTRACT

Family firms are the oldest and most predominant form of business in the world, it represents 70 to 90 per cent of the global Gross Domestic Product (GDP). Family firms worldwide vary from micro and small firms to large corporations which dominate the global business panorama. Family firms are an area of research which has drawn rising interest given the impact and influence that such firms have on the economy worldwide. One of the key challenges that these firms face in today's globalized markets is internationalization. Although various scholars have studied the various factors which play a role in this process, it is indeed necessary to adopt a more integrated vision. Internationalization is, at its core, a strategic decision. Therefore, it is essential to implement a methodology which accentuates an integrated vision and, considers the role and interplay of the various aspects influencing this decision, and also highlights the existent interdependencies. Game theory is the study of decision making by various rational players where decisions made by a player have repercussions on the outcomes of the other players. Strategic interdependence is the essence of game theory.

In this paper, we aim to shed new light on one of the most challenging topics in family business literature by using the robust analytical approach provided by game theory. The internal consistency and mathematical fundamentals of game theory make it a forefront strategic tool to study the complex decision-making process related to internationalization, which this chapter will explore. The literature review undertaken will also address policy recommendations since these may contribute to the internationalization process of these firms, which are so vital for our economic landscape, as well as enabling a better knowledge of the impact of policy actions on such processes.

*Keywords:* Family Firms, SMEs, internationalization, game theory

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### OIL REVENUES, FISCAL FRAMEWORK AND ECONOMIC DEVELOPMENT: THE CASE OF AZERBAIJAN

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#### **ABSTRACT**

The main objective of the study is to investigate and learn of the importance of economic diversification, development of non-oil sector and ways of rational use of oil revenues. Research work has been carried out on the basis of systematic analysis and methods. At the same time economic diversification policies have been reviewed and the results have been analyzed which applied in the oil-rich countries. The practical significance of the research is that, as a result of the implementation of complex measures proposed in the article that can be achieved macroeconomic stability and sustainable economic development regardless of oil revenues in Azerbaijan which it was justified by the evidence. At the same time, at result of the study found that oil-rich countries for reaching long-term economic growth and sustainable economic development should be able to develop the non-oil sector and obtain economic diversification.

Besides, the continued focus on the overall rather than the nonoil balance, and the regular use of supplemental budgets to spend windfall oil revenues contribute to procylicality of fiscal policy, risking costly boom-bust cycles. Against this background, this paper suggests several improvements to the framework for fiscal policy. The scientific innovation of research-the certain features and the ways of development of towarding oil revenues to the nonoil sector has been found out and prepared proposals during practice by author.

**Keywords:** Oil revenues, the development of non-oil sector, the non-oil sector

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### PRINCIPLES OF FINANCIAL PROVISION OF THE MILITARY FORCES

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#### ABSTRACT

Strategic decisions what defense capabilities our country needs in response to the dynamic changes in the security environment, have a direct relationship with the question "how much?", what is the price that taxpayers should pay for the creation and development of these capabilities. And since security and defense are a public good the creation of which is entirely depending on the economic potential of the created GDP of the country, the manifestation of the price of that good is the budget of the Ministry of Defense. This makes necessary the implementation of an appropriate system and means for management of budgetary resources, by means of which to bring to an increase the added value of defense capabilities. It comes to financial management, which gives an answer to the sources, the planning and control of the effective spending of budgetary resources for security and defense.

**Keywords:** Financial provision, Military forces, Security and defense, Management









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