

## PERSONAL INFORMATION

**Džemal Kulašin**

Travnik

Bosnia and Herzegovina



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www.fmpe.edu.ba

Google Scholar profile: <https://scholar.google.com/citations?user=DdsJY2gAAAAJ&hl=en>

Gender M | Place of birth Donji Vakuf | Citizenship BiH

## SCIENTIFIC TITLE

**Doctor of technical science**

## WORK EXPERIENCE

1997. –

**Professor of computer science**

Economic School, Travnik (Bosnia and Herzegovina)

[www.mseus.ba](http://www.mseus.ba)

2008. –

**Professor in the field of Information Technologies**

University of Travnik, Faculty of Management and Business Economics, Kiseljak (Bosnia and Herzegovina)

[www.fmpe.edu.ba](http://www.fmpe.edu.ba)

2010. –

**Professor in the field of Information Technologies**

University of Travnik, Faculty of Pharmacy and Health, Travnik (Bosnia and Herzegovina)

[www.fzf.edu.ba](http://www.fzf.edu.ba)

1994. – 1996.

**Journalist**

Press center of the Municipality of Travnik, Travnik (Bosnia and Herzegovina)

## EDUCATION AND TRAINING

2011.

**PhD studies (Doctor of technical science)**

Džemal Bijedic University of Mostar, Faculty of Mechanical Engineering, Mostar, (Bosnia and Herzegovina)

[www.mf.unmo.ba](http://www.mf.unmo.ba)

2004.

**Master's degree (Master of technical sciences)**

University of Zenica, Faculty of Mechanical Engineering, Zenica (Bosnia and Herzegovina)

[www.mf.unze.ba](http://www.mf.unze.ba)

Personal skills

Mother tongue: Bosnian language

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	B1	C1	B1	B1	B1

Digital competence:

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user

Driver licence: B category

Hobby: \* Guitar&singing  
\* Jogging, table tennis

## SCIENTIFIC - PROFESSIONAL WORK

Conferences and symposiums:

- 8<sup>th</sup> International Scientific and Professional Symposium of the University of Travnik "Crisis management in conditions of global economic challenges", 19-20. may 2023., Kiseljak.
- 7<sup>th</sup> International Scientific and Professional Symposium of the University of Travnik "Economics and management - challenges and predictions for a sustainable future ", 20. may 2021., Zoom app.
- 11<sup>th</sup> International scientific and professional meeting "Quality 2019", 11.-12. november 2019., Neum.
- 8<sup>th</sup> international scientific-expert conference on economic development and living standards "Edasol 2018", 26. i 27. october 2018., Banjaluka.
- 1<sup>st</sup> international conference on digital economy "DIEC 2018", 11. may 2018., Tuzla.
- 6<sup>th</sup> International Scientific and Professional Symposium of the University of Travnik "Ekonomski razvoj i preduzetništvo - perspektive i izazovi", 08.-09. december 2017., Vlašić-Travnik.
- 11<sup>th</sup> International scientific and professional meeting " Quality 2017", 17.-20. maj 2017., Neum.
- 3<sup>rd</sup> scientific-professional conference with international participation "Cyber crime and forensics", Faculty of Information Technologies and Faculty of Legal Sciences of the University/University "Vitez" Travnik, 11. march 2016, Travnik.
- 5<sup>th</sup> International Scientific and Professional Symposium of the University of Travnik "Cultural and historical heritage in the development of tourism and related activities ", 09.-10. october 2015., Sarajevo.
- 4<sup>th</sup> International Scientific and Professional Symposium of the University of Travnik: "Innovations in education, entrepreneurship and tourism in the function of overcoming the crisis and accelerated development", 17.-18. may 2013., Sarajevo.
- 8<sup>th</sup> International scientific and professional meeting "Quality 2013", 06.-08. june 2013., Neum.
- 7<sup>th</sup> International scientific and professional meeting "Quality 2011", 01. -04. june 2011., Neum.
- 2<sup>nd</sup> International Scientific and Professional Symposium of the University of Travnik: " Evaluation of natural and cultural-historical heritage in the function of tourism development with special reference to the city of Visoko and central Bosnia", 15. i 16. october 2009., Visoko.
- 4<sup>th</sup> International scientific and professional meeting "Quality 2005", 09.-12. december 2005.,

Fojnica.

- 8<sup>th</sup> International Research/Expert Conference "Trends in the Development of Machinery and Associated Technology", 15<sup>th</sup>-19<sup>th</sup> 2004., Neum.
- 3<sup>rd</sup> International scientific and professional meeting "Quality 2003", 13.-14. november 2003., Zenica.
- 2<sup>nd</sup> International scientific and professional meeting "Quality 2001", 08.-09. november 2001., Zenica.
- 1<sup>st</sup> International scientific and professional meeting "Quality 1999", 11.-12. november 1999., Zenica.

Books:

**BASICS OF BUSINESS INFORMATICS**

Publisher: Faculty of Management and Business Economics, University of Travnik, 2022.  
ISBN – 978-9926-497-01-9 COBISS.BH-ID - 48298246

**PRACTICAL ASPECTS OF NETWORK AND DATA SECURITY**

Publisher: CEPS – Center for Business Studies, Kiseljak, 2021.  
ISBN - 978-9926-417-13-0 COBISS.BH-ID - 44961286

**BASICS OF INFORMATION SECURITY**

Publisher: Faculty of Management and Business Economics, University of Travnik, 2016.  
ISBN - 978-9958-640-59-9 COBISS.BH-ID 23057158

**INFORMATION SYSTEMS**

Publisher: Faculty of Management and Tourism, University of Travnik, 2008.  
ISBN - 978-9958-640-00-1 COBISS.BH-ID 16649734

Scientific and professional papers:

Kulašin, Dž. (2022): **Anti-phishing strategy**, University Chronicle - professional journal of the University of Travnik, Vol. 14, No. 1. ISSN 1840-3999, Indexed in: COBISS.BIH, Index Copernikus, EBSCO

Kulašin, Dž. (2022): **Motives and implications of the GDPR regulation**, University Chronicle - professional journal of the University of Travnik, Vol. 14, No. 1. ISSN 1840-3999, Indexed in: COBISS.BIH, Index Copernikus, EBSCO

Kulašin, Dž. (2020): **Password as a critical aspect of the digital economy**, University Chronicle - professional journal of the University of Travnik, Vol. 12, No. 2. ISSN 1840-3999, Indexed in: COBISS.BIH, Index Copernikus, EBSCO

Huseinspahić, N., Kulašin, Dž. (2019): **Research on the influence of technical and functional dimensions on the perception of the overall quality of services in healthcare**, EMC Review, God./Vol. IX, Br./No. II, pp. 311-324, ISSN 2232-8823, Indexed in: Indexed in: Clarivate Analytics, ESCI - Emerging Source Citation Index, EconLit.

Unkić, F, Kulašin, Dž, Hojkuric, H. (2019): **Estimates on electronic commerce development in Bosnia and Herzegovina**, International Journal of Sales, Retailing and marketing, Vol. 8, No. 1., ISSN 2045-810X, Indexed in: SCOPUS, EBSCO, ZETOC, Cabell's Library

Kulašin, Dž, Huseinspahić, N. (2019): **Access to information security in business systems - Case study**, 11<sup>th</sup> Scientific and professional assembly "Quality 2019", Neum, Proceedings, Godina XI, Br. 1., ISSN 1512-9268, Indexed in: Index Copernikus, EBSCO

Kulašin, Dž, Huseinspahić, N, Goran, D. (2018): **CSR Testing in Bosnia and Herzegovina - Empirical Study**, China-USA Business Review, Vol. 17, No. 9, pp. 467-473, Indexed in: Index Copernikus, SCOPUS, EBSCO, JournalSeek, PubMed, CiteFactor, ProQuest

Huseinspahić, N., Kulašin, Dž, Bahtić, S. (2018): **Dimensions of the service offer as a prerequisite for building long-term relationships with customers of telecommunications services**, EMC Review, Vol. VIII, No. II, pp. 181-480, ISSN 2232-8823, Indexed in: Clarivate Analytics, ESCI - Emerging Source Citation Index, EconLit.

Kulašin, Dž, Goran, D. (2018): **The position of the human factor in the context of manifestations of cyber crime in business systems**, 1<sup>st</sup> International Conference on Digital Economy "DIEC 2018", Proceedings, Vol. 1, No. 1., ISSN 2566-4514, Indexed in: COBISS.BIH, EBSCO

Kulašin, Dž. (2018): **Confirmatory factor analysis using MS Excel**, University Chronicle - professional journal of the University of Travnik, Vol. 10, No. 2. ISSN 1840-3999, Indexed in: COBISS.BIH, Index Copernikus, EBSCO

Škandro, S., Kulašin, Dž. (2018): **Balanced score card**, University Chronicle - professional journal of the University of Travnik, Vol. 10, No. 2. ISSN 1840-3999, Indexed in: COBISS.BIH, Index Copernikus, EBSCO

Kulašin, Dž., Unkić, F. (2018): **ISMS according to ISO/IEC 27001**, University Chronicle - professional journal of the University of Travnik, Vol. 10, No. 2. ISSN 1840-3999, Indexed in: COBISS.BIH, Index Copernikus, EBSCO

Kulašin, Dž, Huseinspahić, N., Debeljak, M. (2017): **The applicability of e-books in elementary school: A case study in the area of SBK**, 10<sup>th</sup> Scientific and professional assembly "Quality 2017", Neum, Proceedings, Godina X, Br. 1., ISSN 1512-9268, Indexed in: Index Copernikus, EBSCO

Kulašin, Dž, Zajmović M, (2017): **Definitions of cryptography in the context of information security**, Eduk@tor , Scientific and professional journal of the Faculty of Information Technologies of Vitez University, Vol. 4, No. 5.

Zajmović, M., Kulašin, Dž, (2017): **Implementation of the domain as a centralized place of management of client computers**, Eduk@tor, Scientific and professional journal of the Faculty of Information Technologies of Vitez University, Vol. 4, No. 5.

Kulašin, Dž., (2017): **Cyber crime and business**, University Chronicle - professional journal of the University of Travnik, Vol. 9, No. 1. Broj 1. ISSN 1840-3999, Indexed in: COBISS.BIH, Index Copernikus, EBSCO

Kulašin Dž., (2016): **Steganography in the context of information security**, University Chronicle - professional journal of the University of Travnik, Vol. 8, No. 1. Broj 1. ISSN 1840-3999, Indexed in: COBISS.BIH, Index Copernikus, EBSCO

Kulašin Dž., (2016): **Phishing as a manifestation of cybercrime**, 3<sup>rd</sup> International Scientific-Professional Conference "Cybercrime and Forensics", 11. mart. 2016, Vitez University, Travnik.

Kulašin Dž., (2015): **Internet social networks as a marketing tool in tourism**, University Chronicle - professional journal of the University of Travnik, Vol. 7, No. 2. Broj 1. ISSN 1840-3999, Indexed in: COBISS.BIH, Index Copernikus, EBSCO

Kulašin Dž., (2014): **Software testing of statistical equality of experimental and control samples: A case study**, Faculty of Information Technologies, Vitez University, Proceedings, No. 2, Travnik.

Kulašin Dž, Unkić F., Goran D. (2014): **Information security management system according to the ISO/IEC 27001 standard**, University Chronicle - professional journal of the University of Travnik, Vol. 6, No. 2. Broj 1. ISSN 1840-3999, Indexed in: COBISS.BIH, Index Copernikus, EBSCO

Kulašin, Dž, Unkić, F. (2014): **Legal prerequisites for the development of electronic commerce in Bosnia and Herzegovina**, University Chronicle - professional journal of the University of Travnik, Vol. 6, No. 2. Broj 1. ISSN 1840-3999, Indexed in: COBISS.BIH, Index Copernikus, EBSCO

Kulašin, Dž, Unkić, F. (2014): **Information security management system according to the ISO/IEC 27001 standard**, University Chronicle - professional journal of the University of Travnik, Vol. 6, No. 2. Broj 1. ISSN 1840-3999, Indexed in: COBISS.BIH, Index Copernikus, EBSCO

Kulašin Dž., Salkić, H., (2013): **Cryptography as a function of security of information systems**, 8<sup>th</sup> Scientific and professional assembly "Quality 2013", Neum, Proceedings, Vol. VIII, No. 1., ISSN 1512-9268, Indexed in: Index Copernikus, EBSCO

Kulašin Dž., (2013): **Questioning the innovation of higher education in Bosnia and Herzegovina**, University Chronicle - professional journal of the University of Travnik, Vol. 5, No. 1., ISSN 1840-3999, Indexed in: COBISS.BIH, Index Copernikus, EBSCO

Kulašin Dž., Klarić, S. (2011): **Construction of the HEDUQUAL instrument for measuring the quality of the main factors of higher education services in Bosnia and Herzegovina**, 7<sup>th</sup> Scientific and professional assembly "Quality 2011", Neum, Proceedings, Vol. VII, No. 1., ISSN 1512-9268, Indexed in: Index Copernicus, EBSCO

Kulašin Dž., (2011): **The complexity of measuring the quality of higher education services**, University Chronicle - professional journal of the University of Travnik, Vol. 3, No. 2., ISSN 1840-3999, Indexed in: COBISS.BIH, Index Copernikus, EBSCO

Marković, S., Raspor, S., Kulašin Dž., (2010): **Customer satisfaction in the hotel industry - concept and measurement**, University Chronicle - professional journal of the University of Travnik, Vol. 2, No. 2, No. 2. ISSN 1840-3999, Indexed in: COBISS.BIH, Index Copernikus, EBSCO

Kulašin Dž., (2008): **Measurement of hotel service quality with the SERVQUAL instrument**, University Chronicle - professional journal of the University of Travnik, Vol. 1, No. 1, ISSN 1840-3999, Indexed in: COBISS.BIH, Index Copernikus, EBSCO

Kulašin Dž., Klarić, S. (2006): **Service quality measurement: The area of (dis)agreement**, Proceedings of 10<sup>th</sup> International Research/Expert Conference "Trends in the Development of Machinery and Associated Technology", Barselona, ISSN 1840-4944 ISBN 978-9958-617-28-5

Kulašin Dž., Marković, S. (2005): **Measuring perceived service quality in high school: Case study of Bosnia and Herzegovina**, Proceedings of 9<sup>th</sup> International Research/Expert Conference "Trends in the Development of Machinery and Associated Technology", Antalia-Turkey, ISSN 1840-4944 ISBN 978-9958-617-28-5

Kulašin Dž., Fortuni, J.S. (2005): **Review of the SERVQUAL concept**, 4<sup>th</sup> Scientific and professional assembly "Quality 2005", Fojnica, Proceedings, Vol. IV, No. 1., ISSN 1512-9268, Indexed in: Index Copernicus, EBSCO

Fortuni, J. S., Kulašin Dž. (2005): **ISO 9000:2000 as a chance to increase machine efficiency with TPM in a CIM environment**, Scientific and professional magazine Mašinstvo, Vol. 9, No. 1-2., ISSN 1512-5173, Indexed in: Index Copernicus, EBSCO

Kulašin Dž., (2004): **Influence of Internet technology on the customer satisfaction measurement process according to ISO 9000:2000**, Proceedings of 8<sup>th</sup> International Research/Expert Conference "Trends in the Development of Machinery and Associated Technology", Neum, ISSN 1840-4944 ISBN 978-9958-617-28-5

Kulašin Dž., Horvat, J. (2004): **Using the "SERVQUAL" for the customer satisfaction measurement process in Technical high school Bugojno**, Proceedings of 8<sup>th</sup> International Research/Expert Conference "Trends in the Development of Machinery and Associated Technology", Neum, ISSN 1840-4944 ISBN 978-9958-617-28-5

Kulašin Dž., Horvat, J., (2003): **Measuring attitudes about the computer as one dimension of quality of life**, 3<sup>rd</sup> Scientific and professional assembly "Quality 2003", Zenica, Proceedings, Godina III, Br. 1., ISSN 1512-9268, Indexed in: Index Copernicus, EBSCO

Kulašin Dž., (2003): **Sampling problems in the customer satisfaction measurement process according to ISO 9000:2000**, Proceedings of 7<sup>th</sup> International Research/Expert Conference "Trends in the Development of Machinery and Associated Technology", Barcelona, ISSN 1840-4944 ISBN 978-9958-617-28-5

Horvat, J., Kulašin Dž., (2003): **Findings according the WAS measurement instrument in region of East Croatia**, Proceedings of 7<sup>th</sup> International Research/Expert Conference "Trends in the Development of Machinery and Associated Technology", Barcelona, ISSN 1840-4944 ISBN 978-9958-617-28-5

Kulašin Dž., Brdarević, S. (2003): **Analysis of customer satisfaction measurement methods according to ISO 9000:2000, with an emphasis on services**, 3<sup>rd</sup> Scientific and professional assembly "Quality 2003", Zenica, Proceedings, Vol. III, No. 1, ISSN 1512-9268, Indexed in: Index Copernicus, EBSCO

Kulašin Dž., (2002): **Methods of measuring customer satisfaction according to ISO 9000:2000**, Scientific and professional magazine Mašinstvo, Vol. 6, No. 4., ISSN 1512-5173, Indexed in: Index Copernicus, EBSCO

Kulašin Dž., (2001): **Internet in the function of improving the quality system according to the ISO standard, with an emphasis on the situation in Bosnia and Herzegovina**, 2<sup>nd</sup> Scientific and professional assembly "Quality 2001", Zenica, Proceedings, Vol II, No. 1., ISSN 1512-9268, Indexed in: Index Copernicus, EBSCO

Kulašin Dž., (1999): **The concept of quality and quality systems in education, along with several segments of the application of ISO 9000 and TQM in the world's educational institutions**, 1<sup>st</sup> Scientific and professional assembly "Quality 1999", Zenica, Proceedings, Vol. I, No. 1., ISSN 1512-9268, Indexed in: Index Copernicus, EBSCO