

E / B / R

**POVZETKI V
ANGLEŠKEM JEZIKU**

MOTIVIRANI ZAPOSLENI SO ZANESENI ZAPOSLENI: VPLIV NOTRANJE MOTIVACIJE NA ZANOS

MOTIVATED EMPLOYEES ARE EMPLOYEES IN FLOW: THE IMPACT OF INTRINSIC MOTIVATION ON FLOW EXPERIENCE

DARIJA ALEKSIĆ

Flow experience is associated with positive consequences in the work environment that promote commitment to work and organizational spontaneity, thereby contributing to the achievement of organizational goals, such as creativity and organizational performance. The aim of this paper is thus to answer the question of how to increase the frequency of flow at work. Specifically, this paper examines the influence of intrinsic motivation on flow experience. The results of an online experiment (n = 126) show that intrinsic motivation has a strong positive effect on two dimensions of flow: the balance between challenges and skills and the merger of action and awareness. The results also confirm the positive influence of intrinsic motivation on flow experience.

Keywords: flow, flow dimensions, intrinsic motivation, online experiment

POMEN ZAZNANE PRAVIČNOSTI PRI REŠEVANJU PRITOŽB V TELEKOMUNIKACIJAH

THE IMPORTANCE OF PERCEIVED FAIRNESS OF COMPLAINT HANDLING IN TELECOMMUNICATIONS

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In the paper we examine how telecommunications customers perceive fairness during complaint resolution and what is the impact of fairness perception on customer loyalty. Using multiple-regression we analyze data from a survey of 217 telecommunication customers, who had recent experience with the complaint process. Two regression models confirm the importance of perceived fairness in handling telecommunications' customers complaints. Individual dimensions of perceived fairness positively affect the intention to maintain the relationship and willingness to spread positive word of mouth about the provider. Specifically, informational and distributive fairness have a positive effect both on intention to maintain the relationships and positive word of mouth, while procedural fairness has a strong influence only on positive word of mouth.

Keywords: perceived fairness, complaints, complaint resolution, loyalty, telecommunications

PRIHODNOST STATISTIKE BLAGOVNE MENJAVE Z DRŽAVAMI EU

THE FUTURE OF STATISTICS ON TRADE IN GOODS WITH EU MEMBER STATES

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Trade in goods statistics is indispensable for conducting economic policy and formulating business strategies. Trade in goods with EU Member States accounts for about 75 % – 80 % of all Slovenian international trade in goods. Data collection on trading of goods with EU (Intrastat) represents more than half of all burden imposed on businesses because of reporting to official statistics. Consequently, pressures exist to reduce this burden. The paper uses the case of Slovenia to analyse the impact of selected scenarios (changes to methodology and alternative data sources) on response burden, data collection costs and accuracy of statistical data. The study may also serve as an assessment of data costs and benefits.

Keywords: Intrastat, data collection, administrative data, mirror data, international trade, combined nomenclatur

MERJENJE DOLGOROČNEGA BDP PER CAPITA SLOVENIJE, 1820-2016

ESTIMATING GDP PER CAPITA IN THE LONG RUN: EVIDENCE FROM SLOVENIA, 1820-2016

ROK SPRUK

In this paper, I estimate the real GDP per capita of Slovenia for the period 1820-2016 using the indirect method based on existing national accounts and proxy variables. The results confirm the pattern of slow industrialization until 1913, stationary growth dynamics in the interwar period and during the civil war, rapid industrialization after 1952, a steep decline in the period 1986-1992 and a rapid growth in the independence era. The estimates suggest that Slovenia achieved a short-lived per capita income parity with Austria and West Germany in early 1980s which still has not been recovered down to the present day. In the post-WW2 era, Slovenia sustained higher per capita GDP than Vishegrad country group and Mediterranean countries in Southern Europe.

Keywords: GDP per capita, long-run economic growth, Slovenia

STANJE IN TRENDI DIGITALNE PREOBRAZBE V SLOVENIJI

STATE AND TRENDS OF DIGITAL TRANSFORMATION IN SLOVENIA

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MOJCA INDIHAR ŠTEMBERGER

Digital transformation presents many challenges for established companies that are increasingly aware that digitalisation is primarily a business challenge that requires changes in organizational culture, people, business processes and business models. Previous research shows that Slovenia is lagging behind in this respect. This paper contributes to the knowledge of the situation in the field of digital transformation in Slovenian large and medium-sized companies and to a better understanding of the key factors of successful digital transformation, which is the basis for taking appropriate decisions and further development of activities in Slovenian companies. The analysis is based on a survey conducted in June and July 2017, which examined the various aspects of digital transformation, such as its strategic role, digital culture, digital maturity and organizational aspects. The results of the analysis confirm that Slovenian companies are in general less digitally mature than their peers around the world. Investing only in information technology does not increase digital maturity; it is higher in the companies where the business role of informatics was recognized. A digital organizational culture is important for the successful digital transformation of companies.

Keywords: digital transformation, digital culture, digital maturity, digital transformation factors, Slovenia

KAKO DOSTOJNE SO NOVE OBLIKE DELA V SLOVENIJI?

HOW DECENT ARE NEW FORMS OF WORK IN SLOVENIA?

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Over the last ten years we observe an increase of atypical forms of employment and other forms of work in Slovenia as a response to changed work conditions. Since we can expect the growth of new forms of work also in the future and, at the same time, these forms of work are often associated with the risk of precariousness, initiatives to preserve decent work and needs to carefully monitor developments of these forms of work in terms of maintaining workers' rights and the social security system have been initiated in foreign and domestic literature and public. This paper aims to examine the concept of decent work, present the labor market situation in term of developments of new forms of work in Slovenia and to analyze legal dilemmas brought about by new forms of work.

Keywords: decent work, new forms of work, atypical employment, self-employment, Slovenia

VLOGA ZAZNAVE MANAGEMENTA ČLOVEŠKIH VIROV,
KOHEZIVNOSTI IN ZAVZETOSTI PRI DELU NA ZAZNAVO
PRISPEVKA K USPEHU EKIPE

*THE ROLE OF PERCEPTIONS OF HRM, COHESION AND
WORK-ENGAGEMENT ON THE PERCEPTION OF THE
CONTRIBUTION TO TEAM PERFORMANCE*

IGOR IVAŠKOVIĆ

The purpose of this study is to analyse the role of the work-engagement between the perceptions of team cohesiveness and the quality of human resources management (HRM) on one side, and the effect on athlete's contribution to team performance on the other. The results based on the structural model equations and the Sobel's tests confirm that the perceptions of the HRM quality and cohesion predict the degree of athlete's work-engagement. The latter then mediates the effects of the HRM and cohesion on the athlete's perception of his contribution to team performance. At the same time, the results show that the perception of co-workers and their behaviour (cohesiveness) in the context of sports teams is from the aspect of an athlete's work-engagement at least as important as the perception of the superiors and their attitude (HRM quality).

Keywords: human resource management, cohesion, engagement, performance, team
