



Dalia Suša Vugec

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LinkedIn: <https://www.linkedin.com/in/daliasusavugec/>

Gender: Female **Date of birth:** 15/01/1989 **Nationality:** Croatian

WORK EXPERIENCE

[01/11/2024 – Current] **Assistant Professor, Department of Informatics**

University of Zagreb, Faculty of Economics & Business

City: Zagreb | **Country:** Croatia

teaching business informatics, business process management, modelling and automation, artificial intelligence, social computing and knowledge management, preparation of teaching materials and classes, scientific and research work, administrative work, associate at scientific research projects, member of the FEB Statutory committee for university undergraduate, graduate and integrated studies, member of the FEB Committee for the improvement of project activities, member of the FEB Web committee

[01/01/2021 – 31/10/2024] **Postdoctoral Researcher, Department of Informatics**

University of Zagreb, Faculty of Economics & Business

Address: Trg J. F. Kennedyya 6, 10000, Zagreb, Croatia

teaching business informatics, business process management, modelling and automation, artificial intelligence, social computing and knowledge management, preparation of teaching materials and classes, scientific and research work, administrative work, member of the FEB Website Editing Team (2021-2022), member of the Accreditation Team, member of the Faculty Process Modeling Team, member of the Working Group for Improvement and Digitization of Teaching Activities, associate at scientific research projects, member of the Digitalization Board

[11/2014 – 12/2020] **Teaching and Research Assistant, Department of Informatics**

University of Zagreb, Faculty of Economics & Business

Address: Trg J. F. Kennedyya 6, 10000, Zagreb, Croatia

teaching, scientific research, administrative work, Department web site administrator, associate at several projects, member of the EFZG Website Editing Team, member of the Accreditation Team, member of the Working Group for the Improvement and Digitization of Teaching Activities

[03/2014 – 12/2014] **External Associate, Department of Informatics**

University of Zagreb, Faculty of Economics & Business

Address: Trg J. F. Kennedyya 6, 10000, Zagreb, Croatia

teaching

[03/2013 – 04/2014] **Teaching and Research Assistant, Department of Informatics**

University of Zagreb, Faculty of Economics & Business

Address: Trg J. F. Kennedyya 6, 10000, Zagreb, Croatia

teaching, scientific research, administrative work

[01/2013 – 02/2013] **Assistant, Marketing Department at Bayer CropScience**

Bayer d.o.o.

Address: Radnička cesta 80, 10000, Zagreb, Croatia

administrative work

[09/2011 – 10/2011] **Receptionist**

Bayer d.o.o.

Address: Radnička cesta 80, 10000, Zagreb, Croatia

reception work, administrative work

[08/2008 – 06/2011] **Student Assistant, Department of Mathematics**

University of Zagreb, Faculty of Economics & Business

Address: Trg J. F. Kennedyya 6, 10000, Zagreb, Croatia

preparing tasks and programs, working with students, assisting the professor during the tests

EDUCATION AND TRAINING

[08/12/2014 – 16/10/2020]

Doctor of Science (PhD)

University of Zagreb, Faculty of Economics & Business <http://www.efzg.unizg.hr>

Address: Trg J.F. Kennedyya 6, 10000, Zagreb, Croatia | **Field(s) of study:** Economics ; Business Informatics | **Level in EQF:** EQF level 8 | **Thesis:** Organizational culture and social business process management as determinants of the success of the business process management concept

[15/10/2011 – 26/09/2012]

Master of Economics

University of Zagreb, Faculty of Economics & Business <http://www.efzg.unizg.hr/>

Address: Trg J.F.Kennedyya 6, 10000, Zagreb, Croatia | **Field(s) of study:** Managerial Informatics | **Final grade:** Summa cum laude | **Level in EQF:** EQF level 7 | **Thesis:** Unified communications

[11/07/2007 – 14/09/2011]

Bachelor of Economics

University of Zagreb, Faculty of Economics & Business <http://www.efzg.unizg.hr/>

Address: Trg J.F. Kennedyya 6, 10000, Zagreb, Croatia | **Field(s) of study:** Business Economics | **Level in EQF:** EQF level 6 | **Thesis:** Corruption in modern society

[08/2003 – 05/2007]

Grammar school

Ivan Švear High School <http://www.ss-isvear-ivanic-grad.skole.hr/>

Address: Školska 12, 10310, Ivanić-Grad, Croatia |

LANGUAGE SKILLS

Mother tongue(s): Croatian

Other language(s):

English

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

Spanish

LISTENING B1 READING B1 WRITING A2

SPOKEN PRODUCTION A2 SPOKEN INTERACTION A1

French

LISTENING A1 READING A1 WRITING A1

SPOKEN PRODUCTION A1 SPOKEN INTERACTION A1

German

LISTENING A1 READING A1 WRITING A1

SPOKEN PRODUCTION A1 SPOKEN INTERACTION A1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

My Digital Skills

Windows | Google Apps | Wordpress CMS | Moodle | Corel Draw | Microsoft Office | SAP | Internet and social media | MS Dynamics Navision | PaintShop | MS Office 365 | OBS Studio | Zoom | Skype | Microsoft Teams

Statistical tools

IBM SPSS | Statistica | SmartPLS | Mplus | LISREL | EViews- Nivel mediu | Data Visualization (R) | Gretl

Business process tools

Bizagi Modeler | ARIS Architect | Softomotive WinAutomation | Signavio | Power platform (Power Apps, Power Automate)

Cars: B**PROJECTS**

- [01/01/2024 – 30/06/2026] **Boosting smart specialization and encouraging Spin-offs in IT across Danube Region - Spin-it**
- Interreg Danube project. Aim of the project is to make the most of transnational knowledge by aligning with the S3 strategy (smart specialization strategy) and developing skills that are not only innovative, but also inclusive and sustainable. The project uses the "quadruple helix" approach, combining the knowledge of the academic community, small and medium-sized enterprises, authorities of different levels and the non-governmental sector in the planning and implementation of pilot projects. This approach enables a comprehensive perspective in solving challenges and creating new opportunities within the IT sector, Industry 4.0 and intersectoral cooperation.
- [2024 – 2024] **Digital Technology for Sustainable and Inclusive Business Innovation: Opportunities and Challenges - Tech4InnoSustain**
- Erasmus+ Blended Intensive Programme
- [01/11/2022 – 31/10/2025] **LightCode - Strengthening the digital transformation of higher education through low-code**
- Erasmus+ project. Aims to develop useful educational materials and tools to broaden students' professional horizons, bringing them in touch with valuable information by developing digital applications and tools using low-code approaches, so that they can take advantage of the numerous opportunities it offers, and thus be better educated and more flexible following the latest trend.
- Link:** <https://www.lightcode-project.eu/>
- [01/12/2020 – 31/05/2023] **ForeSight - Flexibility and resilience in digital transformation intelligent automation - advanced skills and tools for academia and entrepreneurs**
- Erasmus+ project. Aims to build a platform for digital collaboration between academia and the business sector, in order to anticipate future skills needs and ensure the acquisition of those skills needed to connect with experts in the fields of intelligent automation, digital transformation and algorithmic control. Project includes partners such as higher education institutions, non-governmental organizations, small and medium enterprises from Romania, Croatia, Italy, Belgium and Germany.
- Link:** <https://www.erasmusforesight.ro/>
- [2019] **Concept proposal for the development of the research center of the Croatian Employment Service with an emphasis on new trends in workforce analytics**
- [2018 – 2019] **Digital transformation of Croatian companies**
- Funded by University of Zagreb, Croatia; project leader: prof. Vesna Bosilj Vukšić
- [2017] **Modeling in knowledge economy using decision support methods**
- Funded by the University of Zagreb, Croatia; project leader: prof. Mirjana Pejić Bach
- [2015 – 2019] **PROSPER - Process and business intelligence for business excellence**
- Funded by Croatian Science Foundation; project leader: prof. Vesna Bosilj Vukšić
- Link:** <https://sites.google.com/net.efzg.hr/prosper/>
- [2015] **Business Processes in the Implementation of Cost Accounting in the Health System**
- Funded by University of Zagreb, Croatia; project leader: prof. Ivana Dražić Lutlisky

ADDITIONAL EDUCATION

Additional education

2023 ChatGPT: Complete ChatGPT Course For Work 2023 (Ethically)!, Udemy

2020 Data visualization, HarvardX

2019 Strengthening the basic teaching competencies of higher education teachers, Faculty of Philosophy, University of Zagreb

2019 Partial Least Squares Structural Equation Modelling by professor Joe Hair, University of Zagreb, Faculty of Economics & Business

2018 SEM with Mplus seminar, Cambridge University

2018 Moodle workshops, University of Zagreb, Faculty of Economics & Business

2017 Case Study Research: Design, Execution and Publication, Ljubljana Doctoral Summer School, University of Ljubljana, School of Economics and Business

2016 Microsoft Dynamics NAV 2016 education, Adacta, Zagreb, Croatia

2013 Concentration, memory and speed reading techniques course, Aurora Center for Business Services and Promotion, Zagreb, Croatia

2013 Wordpress CMS seminar, Niten Scientia, Zagreb, Croatia

2012 French language course, School of foreign languages Lingua Forum, Zagreb, Croatia

2011 Communication skills course, School of Quality Learning Logos, Zagreb, Croatia

2011 German language course, School of foreign languages Latina, Zagreb, Croatia

2009 – 2010 Spanish language course, Student Center of the University of Zagreb, Croatia

1996 – 1999 English language course, Public Open University Ivanić-Grad, Croatia

OTHER SKILLS

Organization skills

- experience in planning and implementing projects
- working with large number of students and researchers
- experience in team management and leadership gained throughout work in multiple group projects and as a president of student association
- sense of organization and planning

Communication and interpersonal skills

- openness to cooperation and agreement and willingness to help
- teamwork, reliability and responsibility
- ability to work in multicultural environments
- great communication skills gained during the work with students and during the work at the students association board and student business journal editorial office

Job-related skills

- ability to quickly adapt to situations and tasks
- analytical, presentation and teaching skills
- scientific research skills
- academic writing

Researcher's profiles

WoS: <https://www.webofscience.com/wos/author/record/1147034>

Scopus: <https://www.scopus.com/authid/detail.uri?authorId=57200546270>

ORCID: <https://orcid.org/0000-0002-4702-6000>

Research Gate: <https://www.researchgate.net/profile/Dalia-Susa-Vugec>

Google Scholar: <https://scholar.google.hr/citations?user=D674S2EAAA&hl=hr&oi=ao>

Full bibliography (CROSB): <https://www.bib.irb.hr/pregled/profil/32741>

Awards and recognitions

2023 Annual recognition for scientific productivity measured with h-index, Faculty of Economics & Business, University of Zagreb, Croatia

2022 Annual recognition for exceptional results in teaching at university studies in the last five years, Faculty of Economics & Business, University of Zagreb, Croatia

2022 Annual recognition for scientific productivity measured with h-index, Faculty of Economics & Business, University of Zagreb, Croatia

2017 Best Paper Award, 19th International Conference on Sustainable Information Systems and Technologies, 18-19/05/2017, Pariz, France

2012 Dean's Award for Excellence in the academic year 2011/2012 for the master thesis entitled "Unified Communications"

2003 – 2007 Zagreb County Scholarship for students according to the criterion of excellence

Memberships

2013 - Present Croatian Interdisciplinary Society member

2013 - Present Union for Conservation of Heritage Moslavina Treasury member

2007 - Present member of The Croatian association of alumni at the Faculty of Economics & Business, University of Zagreb

2011 - 2012 Event manager in BIT Society for Advancing Business & Information Technology

2010 - 2011 Croatian Students Association Supervisory Board member

2010 International business student's magazine Manager Faculty Section editor

2009 - 2010 Croatian Students Association President

2008 - 2009 Croatian Students Association Head of the International Relations Department

2007 - 2012 Croatian Students Association member

2008 - 2011 International business student's magazine Manager journalist

Reviewer activity

- Advances in Science, Technology and Engineering Systems Journal (ISSN: 2415-6698)

- Business Systems Research Journal (print ISSN: 1847-8344; online ISSN: 1847-9375)

- International Journal of Engineering Business Management (print ISSN: 1847-9790; online ISSN: 1847-9790)

- International Journal of Information Systems and Project Management print ISSN:2182-7796; online ISSN: 2182-7788)

- Journal of Management and Training for Industries (print ISSN: 2188-8728; online ISSN: 2188-2274)

- Indian Journal of Science and Technology (print ISSN: 0974-6846; online ISSN: 0974-5645)

- IGI Global

- Taylor & Francis Cogent Arts & Humanities (online ISSN: 2331-1983)

- Taylor & Francis Cogent Education (online ISSN: 2331-186X)
- Taylor & Francis Cogent Business & Management (online ISSN: 2331-1975)
- Taylor & Francis Cogent Social Sciences (online ISSN: 2331-1886)
- MDPI Education Sciences (online ISSN 2227-7102)
- MDPI Electronics (online ISSN 2079-9292)
- MDPI Processes (online ISSN 2227-9717)
- MDPI Applied Sciences (online ISSN 2076-3417)
- MDPI Algorithms (online ISSN 1999-4893)
- MDPI Sustainability (ISSN 2071-1050)
- SAGE Australian Journal of Management (print ISSN: 0312-8962; online ISSN: 1327-2020)
- Emerald Kybernetes (online ISSN: 0368-492X)
- Proceedings of the Faculty of Economics and Business in Zagreb (print ISSN: 1333-8900)

- ENTerprise REsearch InNOVation Conference (ENTRENOVA)
- BPM Conference
- MIPRO Conference
- PROSPER Conference

Selected publications

1. Suša Vugec, D., Pivar, J., & Stjepić, A.-M. (2023). Preliminary study of the gender differences in the habits of social media usage across the student population. In: Sever Mališ, S., Načinović Braje, I., & Galetić, F. (Eds.) *Proceedings of FEB Zagreb 14th International Odyssey Conference on Economics and Business* (10-13 May 2023, Poreč, Croatia). Zagreb: Faculty of Economics & Business Zagreb, 444-457.
2. Hunady, J., Pisár, P., Suša Vugec, D., Pejić Bach, M. (2022). Digital Transformation in European Union: North is leading, and South is lagging behind. *International Journal of Information Systems and Project Management*, 10(4), 39-56.
3. Suša Vugec, D., & Stjepić, A. M. (2022). Digital literacy of digital natives. In *Technological Challenges: The Human Side of the Digital Age* (pp. 61-91). Cham: Springer International Publishing.
4. Bosilj Vukšić, V., Stjepić, A.-M., & Suša Vugec, D. (2021). The Intersection Between IoT and BPM: Systematic Literature Review. In: Načinović Braje, I., Jaković, B., & Ferjanić Hodak, D. (Eds.) *Proceedings of FEB Zagreb 12th International Odyssey Conference on Economics and Business* (09-12 June 2021, Šibenik, Croatia). Zagreb: Faculty of Economics & Business Zagreb, 825-837.
5. Suša Vugec, D., Bosilj Vukšić, V., Pejić Bach, M., Jaklič, J., & Indihar Štemberger, M. (2020). Business intelligence and organizational performance: The role of alignment with business process management. *Business process management journal*, 26(6), 1709-1730.
6. Ivančić, L., Suša Vugec, D., & Bosilj Vukšić, V. (2019). Robotic process automation: systematic literature review. In *Business Process Management: Blockchain and Central and Eastern Europe Forum: BPM 2019 Blockchain and CEE Forum, Vienna, Austria, September 1-6, 2019, Proceedings 17* (pp. 280-295). Springer International Publishing.
7. Pejić Bach, M., Bosilj Vukšić, V., Suša Vugec, D., & Stjepić, A. M. (2019). BPM and BI in SMEs: The role of BPM/BI alignment in organizational performance. *International Journal of Engineering Business Management*, 11, 1847979019874182.
8. Suša Vugec, D., Tomičić-Pupek, K., & Vukšić, V. B. (2018). Social business process management in practice: Overcoming the limitations of the traditional business process management. *International Journal of Engineering Business Management*, 10, 1847979017750927.
9. Pejić Bach, M., Spremić, M. & Suša Vugec, D. (2018) Integrating Digital Transformation Strategies into Firms: Values, Routes and Best Practice Examples. In : Novo Melo, P. &

Machado, C. Eds.) Management and Technological Challenges in the Digital Age. Boca Raton, Florida, Taylor & Francis Group: CRC press, pp. 107-128.

10. Suša Vugec, D., Spremić, M., & Pejić Bach, M. (2017). IT governance adoption in banking and insurance sector: Longitudinal case study of cobit use. *International Journal for Quality Research*, 11(3), 691.