

Lucija Ivančić, MA

Department of Informatics

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Career overview

Lucija Ivančić earned her Bachelor's degree in Economics from the Faculty of Economics and Business, University of Zagreb in 2016. Her undergraduate thesis, titled "Simulation Modelling of Business Processes in Healthcare Using Discrete-Event Simulation", was awarded the Dean's Award. In 2017, she completed her Master's degree in Managerial Informatics at the same faculty, defending her thesis "Analysis of Process Maturity and Information System Maturity in Enterprises," graduating *summa cum laude*. For her exceptional seminar paper, "The COBIT Framework in Information System Auditing in the Croatian Banking Sector," she was once again honored with the Dean's Award.

Since 2018, she has been employed as a teaching and research assistant at the Department of Informatics, Faculty of Economics and Business, University of Zagreb, actively participating in both research and teaching. As part of her professional development, she has furthered her education at prestigious international universities, including Maastricht University (Netherlands) and the University of Cambridge (United Kingdom), as well as the University of Zagreb, specializing in research methods, academic writing, business intelligence, and data analysis. She continuously participates in professional workshops, seminars, and conferences.

Lucija is currently pursuing her PhD at the Faculty of Economics and Business, University of Zagreb. She is a member of the Croatian Artificial Intelligence Association, ISACA, and IEEE, and has authored or co-authored more than twenty scientific publications.

Research areas

Digital transformation; business process management; information systems auditing; process automation; digital business ecosystems; process mining, AI adoption.

External activity

Member of IEEE Croatia, ISACA Croatian Section, and Croatian AI Association (CroAI). Reviewer for IGI Global (publisher), International Studies of Management and Organization (1558-0911), Kybernetes (1758-7883).

Notable Publications in period 2019-2023

Ivančić, Lucija ; Suša Vugec, Dalia ; Bosilj Vukšić, Vesna

Robotic Process Automation: Systematic Literature Review // Business Process Management: Blockchain and Central and Eastern Europe Forum.

Cham: Springer, 2019. str. 280-295 . doi: 10.1007/978-3-030-30429-4_19

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Mastering the Digital Transformation Process: Business Practices and Lessons Learned // Technology innovation management review, 9 (2019), 2; 36-50. doi: 10.22215/timreview/1217

Suša Vugec, Dalia ; **Ivančić, Lucija** ; Milanović Glavan, Ljubica

Business Process Management and Corporate Performance Management: Does Their Alignment Impact Organizational Performance // Interdisciplinary description of complex systems, 17 (2019), 2-B; 368-384. doi: 10.7906/indecs.17.2.12

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Business Process Modelling vs. Process Mining: A Comparative Study of Methods and Software Tools // 19. hrvatska konferencija o kvaliteti i 10. znanstveni skup Hrvatskog društva za kvalitetu.

Zagreb: Hrvatsko društvo za kvalitetu (HDK), 2019. str. 85-96

Spremić, Mario ; **Ivancic, Lucija** ; Bosilj Vukšić, Vesna

Fostering Innovation and Value Creation through Ecosystems: Case of Digital Business Models and Digital Platforms // Leadership, Management, and Adoption Techniques for Digital Service Innovation.

Hershey (PA): IGI Global, 2020. str. 25-44 . doi: 10.4018/978-1-7998-2799-3.ch002

Stjepić, Ana-Marija ; **Ivančić, Lucija** ; Suša Vugec, Dalia

Mastering Digital Transformation Through Business Process Management: Investigating Alignments, Goals, Orchestration and Roles // Journal of Entrepreneurship, Management and Innovation, 16 (2020), 1; 41-73. doi: 10.7341/20201612

Pejić Bach, Mirjana ; Bertonsel, Tine ; Meško, Maja ; Suša Vugec, Dalia ; **Ivančić, Lucija**

Big Data Usage in European Countries: Cluster Analysis Approach // Data, 5 (2020), 1; 25, 17. doi: 10.3390/data5010025

Milanović Glavan, Ljubica ; **Ivančić, Lucija**

Exploring the relationship between information technology and process orientation: case of Croatian companies // Međunarodni znanstveni simpozij Gospodarstvo istočne Hrvatske – jučer, danas, sutra, 2020. str. 349-359

Ivančić, Lucija ; Milanović Glavan, Ljubica ; Bosilj Vukšić, Vesna

A Literature Review of Digital Transformation in Healthcare // Proceedings of the 43rd International Convention on Information and Communication Technology, Electronics and Microelectronics MIPRO 2020.

2020. str. 1625-1629. doi: 10.23919/MIPRO48935.2020.9245259

Pejić Bach, Mirjana; **Ivančić, Lucija**; Bosilj Vukšić, Vesna; Stjepić, Ana-Marija; Milanović Glavan, Ljubica

Internet Usage among Senior Citizens: Self-Efficacy and Social Influence Are More Important than Social Support // Journal of theoretical and applied electronic commerce research, 18 (2023), 3; 1463-1483. doi: 10.3390/jtaer18030074