e-ISSN 2584-7236



Vol. 7, No. 1, MARCH 2024



International Journal of Marketing Science Međunarodni znanstveno-stručni časopis

UDC 658.8 e-ISSN 2584-7236

## **Glavni urednik / Editor in Chief:** Damir Dobrinić

# Uredništvo / Editorial boards:

Sanja Bijakšić, University of Mostar, Bosnia and Herzegovina / Vesna Babić Hodović, University of Sarajevo, Bosnia and Herzegovina / Eleonora Mihaela Constantinescu, Christian University, Bucharest, Romania / Barbara Čater, University of Ljubljana, Slovenia / Damir Dobrinić, University of Zagreb, Croatia / Dóra Horváth, Corvinus University of Budapest, Hungary / Aleksandra Krajnović, University of Zadar, Croatia / Momčilo Kujačić, University of Novi Sad, Serbia / Wilson Ozuem, Regents University, London, UK / Almir Peštek, University of Sarajevo, Bosnia and Herzegovina / Drago Ružić, University of Osijek, Croatia / Anita Ciunova Shuleska, Saints Cyril and Methodius University of Skopje, North Macedonia / Vladimir Kovšca, University of Zagreb, Croatia / Iva Gregurec, University of Zagreb, Croatia / Ladislav Cvetko, University of Zagreb, Croatia

# Nakladnik / Publisher:

CRODMA - Croatian Direct Marketing Association, 42000 Varaždin, Croatia

# Naklada / Circulation:

Online - open access: http://crodma.hr/crodim/

**Godina izdavanja / Year of publication:** 2024

Časopis izlazi jednom godišnje / The journal is published once a year.

Kontakt / Contact: info(at)crodma.hr

Međunarodni znanstveno-stručni časopis (CroDiM) objavljuje znanstvene i stručne radove prvenstveno prezentirane na CRODMA konferencijama. Uredništvo časopisa odabire radove za objavu koji prolaze kroz proces dvostruke recenzije. Časopis je dvojezičan (hrvatsko-engleski) i u otvorenom pristupu. Autori preuzimaju odgovornost za jezičnu ispravnost svojih tekstova.

International Journal of Marketing Science (CroDiM) publishes scientific and professional articles primarily presented at CRODMA conferences. Articles for publishing are selected by Editors. Online journal is open access and peer-reviewed. Authors are responsible for the linguistic and technical accuracy of their papers. The journal is bilingual (Croatian-English).



# SADRŽAJ / CONTENTS

Matea Matić Šošić	
GENDER DIFFERENCES IN GENERATION Z IN CONTEXT OF TRADITIONAL SOCIAL MEDIA USAGE	
	1-12
Almir Peštek, Nadija Hadžijamaković	
CUSTOMER ATTITUDES TOWARDS E-COMMERCE: CASE OF BOSNIA AND HERZEGOVINA	
1	3-24
Damir Dobrinić	
RESEARCH OF THE INFLUENCE OF QUALITY PERCEPTION, CUSTOMER SATISFACTION AND BRAND IMAGE SPORTS FOOTWEAR BRAND LOYALTY	ON
2	25-38
Valentina (Čabula) Medven, Tihana Cegur Radović, Mirjana Cibulka	
HOW DO WE BEHAVE IN A DIGITAL ENVIRONMENT? – THE IMPACT OF DIGITAL MARKETING ON CONSUMI BEHAVIOR	ER
3	89-54
Toni Crljen, Nikola Kadoić, Dijana Oreški	
PRIMJENA STABLA ODLUKE NA PROBLEMU IZLASKA PODUZEĆA NA NOVA TRŽIŠTA	
APPLICATION OF DECISION TREE TO THE PROBLEM OF COMPANY EXPANSION INTO NEW MARKETS	
5	55-66
Bruno Mataušić, Marina Klačmer Čalopa, Karolina Kokot	
PRIMJENA LEAN MENADŽMENTA U POSLOVANJU: METODA SLUČAJA	
LEAN MANAGEMENT IMPLEMENTATION: CASE STUDY	
6	67-76
Davor Širola, Robert Strahinja, Maja Arbanas	
MAPPING THE CUSTOMER EXPERIENCE: UNVEILING THE CUSTOMER JOURNEY IN THE NAIL INDUSTRY	
7	7-88
Marija Kuštelega, Renata Mekovec	
MIGRATING DATA TO THE CLOUD: AN ANALYSIS OF CLOUD STORAGE PRIVACY AND SECURITY ISSUES AS SOLUTIONS	ND
8	89-98



#### Ivana Pavlić

ELEKTRODERMALNA AKTIVNOST U ISTRAŽIVANJIMA U TURIZMU – BIBLIOMETRIJSKA ANALIZA

## ELECTRODERMAL ACTIVITY IN TOURISM RESEARCH – BIBLIOMETRIC ANALYSIS

99-116

#### Nikolina Posarić, Lorena Pikl

PREGLED RAZVOJA TEORIJE USLUŽNOSTI PRIMJENOM METODA BIBLIOMETRIJSKE ANALIZE

A REVIEW OF THE DEVELOPMENT OF STEWARDSHIP THEORY USING THE METHODS OF BIBLIOMETRIC ANALYSIS

117-128



CRODMA is a free trade association, which brings together, includes and connects individuals and legal entities engaged in direct and interactive marketing, with the aim of promoting more efficient and more effective management in all areas of Republic of Croatia using the principles, ethics, concepts, knowledge, skills, tools and techniques of direct and interactive marketing. The Association is active in professional and organizational sense independently and in line with the Statute.

## MISSION

CRODMA's mission is to support the development and status of direct and interactive marketing as a business strategy.

The mission will be achieved by supporting: development of a legislative framework that will enable prosperity of activities of direct and interactive marketing and market equality of CRODMA members, promotion of activities of direct and interactive marketing to the public (political, economic and general) as a successful business strategy in the prevailing market conditions and education of members and communication of achievements so that the direct and interactive marketing would be properly considered in the domestic and international, primarily European market.

# VISION

To become a factor in the development and acceptance of the marketing philosophy as the dominant philosophy of business in Croatia.

CRODMA is focused on the popularization and development of direct and interactive marketing with its members' influence, contacts and activities related to the presentation of ideas and success of direct and interactive marketing for the business, political and general public.

