

Electronic Document Management: The Essence of Effective Modern Organisation

Dayangku Horiah Awang Gani¹, Irwan Kamaruddin Abdul Kadir^{2*}

^{1,2}College of Computing, Informatics and Mathematics, UiTM Selangor Branch, Puncak Perdana Campus, 40150 Shah Alam, Selangor, Malaysia.

¹Pustaka Negeri Sarawak Jalan Pustaka, Off Jalan Stadium 93050 Kuching Sarawak, Malaysia

ARTICLE INFO

Article history:

Received 1 July 2024

Revised 15 August 2024

Accepted 1 September 2024

Online first

Published 1 October 2024

Keywords:

electronic document
management system
information management
information quality
system quality
user satisfaction

ABSTRACT

This study reports on the perceived effectiveness of electronic document management system functionalities and their relationship with information quality, system quality, perceived usefulness, and satisfaction using the Delone and McLean IS success model. Conducted within Sarawak government agencies, the research adopted a quantitative method with data collected via an online questionnaire. The target respondents were employees who used electronic document management systems. The setting used was considered non-contrived, as a natural environment was preferred to analyse the assessment of the electronic document management system. The unit of analysis is conducted at the individual level, assessing the performance and effectiveness of electronic document management systems. The analysis of the structural model found that four hypotheses (H1, H2, H3, and H4) were supported. The study found that System Quality had a significant positive relationship on both Perceived Usefulness (T-Value: 9.407) and Satisfaction (T-Value: 1.989), highlighting the importance of system quality in influencing user satisfaction. It was revealed that the electronic document management system functionalities and the information system effectiveness had not been previously tested. As a result, this study provides evidence of a new construct for research on the contribution of functionalities within an electronic document management system to the effectiveness or success of the information system.

^{2*} Corresponding author. *E-mail address:* irwan@uitm.edu.my

INTRODUCTION

Electronic Document Management System (EDMS) is a specialised software solution designed to manage, store, and facilitate the retrieval of electronic documents within an organisation. In the government sector, EDMS plays a crucial role in transforming traditional paper-based document workflows into streamlined, digital processes. The solution offers an organised framework for handling electronic records, addressing the inherent difficulties in managing administrative documents, including processing, storing, and executing them. With its seamless integration into current government operations, EDMS is designed to cause the least amount of disruption to workflows and user habits while also reducing the need for intensive training (Zarić, Segedinac, Sladic, & Konjovic, 2014). A major advancement in information management that allows for more accessible and efficient information management is the shift towards electronic document capture (Green, 1993). According to Han et al. (2020), the use of EDMS in the public sector optimises public administration's efficiency and effectiveness while also supporting ongoing efforts towards digital transformation.

Contemporary EDMS platforms further augment these capabilities by providing features like secure file upload and download, role-based access control, audit trails, and flexible retrieval options. Thus, effective EDMS are crucial for modern government organisations. Furthermore, the important role of EDMS in facilitating communication among government agencies cannot be emphasised enough. Efficient communication between government agencies is crucial for effectively coordinating responses to public needs, implementing policies, and delivering services. According to Alwan, Bakri, and Bahari (2015), EDMS is essential for managing valuable information resources in government or business settings, enabling efficient communication, and coordinating responses to public needs. Thus, an efficient document management system promotes seamless information sharing and collaboration, eliminates barriers, and encourages a more integrated approach to governance. This article examines the effectiveness of EDMS implementations in government settings by analysing key functionalities such as automated information capture, federated search and retrieval, collaborative tools, hierarchical file indexing and classification, and storage and archival methods. In addition, the study assesses the effectiveness of EDMS on information quality, system quality, and user satisfaction. Through a thorough analysis of these aspects, this study aims to offer a holistic understanding of how effectively these systems tackle the distinct challenges encountered by government agencies and their contribution to enhancing the effectiveness of government records and documents.

HYPOTHESIS

There are four hypotheses for this study, which are:

- H1: Information quality has a significant positive relationship with user satisfaction.
- H2: Information quality has a significant positive relationship with perceived usefulness.
- H3: Systems quality has a significant positive relationship with user satisfaction.
- H4: Systems quality has a significant positive relationship with perceived usefulness.

Based on the existing research, the DeLone and McLean model explained 76% of user satisfaction in government information systems, identifying perceived utility, information quality, system quality, and service quality as the most critical variables (Mariano, Monteiro, Moysés, Santos, & Ramírez-Correa, 2020). Information quality has been shown to have a significant effect on user satisfaction in the government sector (Suryanto, Nurdin, Irawati, & Andriansyah, 2023) and is recognised as one of the key drivers of user satisfaction (Santa, Macdonald, & Ferrer, 2018). Additionally, information quality significantly influences perceived usefulness, which, in turn, impacts user satisfaction within the government sector (Wahyuni, Hidayatullah, & Sisharini, 2023). Information quality is one of the most important drivers of user satisfaction within the government sector (Santa et al., 2018). Furthermore, system

quality and information quality not only significantly influence user satisfaction but also directly impact individual performance (Anjarwati & Apollo, 2019). These findings suggest that both system quality and information quality are crucial in enhancing perceived usefulness, thereby positively influencing user satisfaction in the government sector (Wahyuni et al., 2023).

LITERATURE REVIEW

Information quality and system quality

Recent studies have extensively explored the relationship between information quality, system quality, and user satisfaction within governmental information systems. Information quality has a significant positive relationship with user satisfaction, suggesting that as information quality improves, user satisfaction within government information systems is projected to increase. Sari, Arifin, Indriasari, and Choiruddin (2021) emphasise that both information quality and system quality have a positive impact on user satisfaction in the specific context of the application program for the information system within the South Sumatera government. Similarly, Harjito, Achyani, and Payamta (2016) discovered that the effectiveness of e-procurement deployment in local government is heavily determined by user satisfaction, which is highly impacted by the information quality provided. Moreover, Apridiyanti, Suharman, and Adrianto (2020) emphasise that the successful implementation of information systems in public sector organisations is contingent upon the combined effects of system quality, information quality, and service quality. These factors not only enhance user satisfaction, but also contribute to overall net benefits. Apsari, Widhiyani, and Rasmini (2023) further support these findings by demonstrating that information quality, system quality, and perceived usefulness are critical determinants of user satisfaction in regional management information systems. Additionally, Novanto, Elida, and Hidayat (2019) reinforce the significance of information quality, showing that it directly influences user satisfaction among government staff in Indonesia. These studies emphasise the significant importance of both information quality in enhancing user satisfaction and the effective implementation of information systems in the public sector.

User satisfaction and perceived usefulness

Research consistently demonstrates that higher information quality is directly linked to greater user satisfaction. This connection is particularly evident in the context of accounting information systems within government settings, where information quality is shown to have a positive and significant impact on user satisfaction. For instance, Ritchi, Evayanti, and Sari (2020) highlighted that information quality is a critical factor in user satisfaction, emphasising that government agencies must prioritise the accuracy, relevance, and timeliness of the information provided. Their study concluded that when information meets these criteria, users are more likely to find the system useful and be satisfied with its performance. Similarly, Al-Okaily, Al-Kofahi, Shiyab, and Al-Okaily (2023) examined the relationship between information quality, service quality, and perceived usefulness in government information systems. The study findings indicated that user satisfaction is significantly influenced by the information quality of services provided and the perceived usefulness of the system. This suggests that a holistic approach to improving government information systems that enhances information quality can lead to higher user satisfaction. Wahyuni et al. (2023) further supported these conclusions in their study on accounting information systems. The researchers discovered that user satisfaction is significantly impacted by the quality of information, the quality of service provided by the system, and the perceived usefulness of the system itself. The research underscores the importance of maintaining high standards in information quality and service delivery to ensure user satisfaction in government information systems.

Electronic Document Management System in Government Settings

Information quality is a critical factor in the effectiveness of EDMS. High-quality information is accurate, relevant, and timely, enabling better decision-making and improved service delivery. A study by Grudzień and Hamrol (2016) found that information quality in process documents influences the effectiveness of document management systems by providing knowledge regarding process execution and standardising process execution. Additionally, a study conducted by Laumer, Maier, and Weitzel (2017) supports the importance of information quality in determining end-user satisfaction. System quality refers to the technical performance of EDMS, including reliability, usability, and scalability. System quality ensures that users can effectively perform their tasks without technical difficulties. The effectiveness of the document management system is enhanced by the positive impact of system quality on information quality (Gorla, Somers, & Wong, 2010). Therefore, system quality can also affect user satisfaction. The perceived usefulness of EDMS is a measure of how well the system meets the needs of its users. High levels of user satisfaction are typically associated with systems that are intuitive, responsive, and aligned with organisational goals. The electronic document management system achieved 96.6% satisfaction with users and provided 99.2% usability (Aládé, 2023). According to Nirwanto and Andarwati (2019), system quality, information quality, and top management support affect perceived usefulness, which in turn influences end user information satisfaction.

METHODOLOGY

Design

This study employs a mixed research design, integrating exploratory, descriptive, and hypothesis-testing approaches. The exploratory aspect is necessitated by the absence of prior studies on electronic document management systems within the Sarawak government. An exploratory study is conducted when there is a lack of knowledge about the situation or when existing information on how similar issues or research problems have been addressed is unavailable (Sekaran & Bougie, 2013).

DATA COLLECTION

This research focused on government departments and agencies under the administration of the government of Sarawak, targeting selected agencies that used the EDMS. The sample size of the research was calculated based on the population size. According to Sekaran and Bougie (2016), if the population is between 1000 and 1200, the suggested sample size is between 278 and 291. The formula for sampling, which was proposed by Cochran (1977), suggests an ideal sample size of 267 if the population is larger. This research collected data from 293 government agency staff who used electronic document management systems. Therefore, the population for this study is about 500 staff due to the number of Sarawak government agencies.

Source of Questionnaire

A questionnaire is a structured method for collecting primary data, typically consisting of a series of written questions that respondents answer in writing (Bell, 2005). Some authors, like Kabir (2016), offer a more restrictive definition, describing questionnaires as a list of open-ended or closed questions that require respondent answers. In contrast, others, such as Brown (2001), provide a broader definition, considering any text-based instrument that presents survey participants with questions or statements, to which they respond by marking, writing numbers, or checking boxes on paper or online. The researcher followed the questionnaire design guidelines proposed by Nemoto and Beglar (2014), which outline five key steps: (i) understanding the construct, (ii) developing the items, (iii) determining the outcome space, (iv) specifying the measurement model, and (v) gathering feedback and piloting the questionnaire. Nemoto and Beglar (2014) also highlighted that the Likert scale, which measures individual differences, is widely used in social

science research. The scale is not only easy to construct and highly reliable, but it is also user-friendly from the participants' perspective, making the questionnaire straightforward to read and complete.

The decision to use a seven-point Likert scale rather than a five-point scale is justified by its higher degree of accuracy, which serves as a sensitive and robust measure (Finstad, 2010). Similarly, Preston and Colman (2000) noted that a seven-point scale offers a greater variety of options, thereby increasing the likelihood of capturing the objective reality of respondents. The survey instrument was developed based on the revised research model and, wherever possible, informed by prior studies (e.g., DeLone and McLean; Petter et al.). The measurement items were adapted to the context of EDMS functionalities and evaluated using a seven-point Likert scale, ranging from "strongly agree" to "strongly disagree." However, prior research did not identify any existing models for measuring EDMS functionalities, leading to the development of new measurement items.

STUDY FINDINGS

Response Rate

A total of 500 questionnaires were distributed to state ministries, the chief minister's department, state departments, resident offices, and statutory bodies within the Sarawak government. Out of the total, 293 completed surveys were returned. The demographic profile of the respondents was analysed across six key variables: gender, age, age group, education level, and usage frequency. A total of 293 questionnaires were collected from the respondents, comprising 104 males (35.5%) and 189 females (64.5%). This indicates a higher response rate among female participants. The distribution of respondents by age was dominated by those aged 26-33 years (32.4%), followed by those aged 42-49 years (29.7%), and 34-41 years (27%). The educational background of the respondents revealed that 45.8% (n = 131) held a bachelor's degree, while 20.3% (n = 58) were SPM graduates, 19.9% (n = 57) held a diploma, 7.3% (n = 21) held a master's degree, and 20.3% (n = 58) had an STPM qualification. In terms of EDMS usage frequency based on the respondents' current positions or tasks, 22.5% (n = 65) used the EDMS more than once a week, while 18.1% (n = 53) used it every hour of the day. A further 7.5% (n = 66) used the EDMS at least once a week, 5.1% (n = 15) at least once a month, and 4.8% (n = 14) less than once a month. The highest usage frequency was at least once a day (n = 115, 39.3%), whereas the lowest usage frequency was more than once a month (n = 8, 2.7%).

Hypothesis Testing

Table 1: Results of hypothesis testing

Hypothesis		Original Sample (O)	Sample Mean (M)	Standard Deviation (STDEV)	T Statistics (O/STDEV)	P Values	Decision
H1	Information Quality Satisfaction ->	-0.37	-0.366	0.059	6.287	0.000	Supported
H2	Information Quality Perceived Usefulness ->	-0.528	-0.532	0.044	11.913	0.000	Supported
H3	Systems Quality_> Satisfaction -	-0.143	-0.138	0.072	1.989	0.047	Supported
H4	Systems Quality_> Perceived Usefulness -	-0.469	-0.473	0.05	9.407	0.000	Supported

The findings indicate that the overall mean for the variable information quality is 5.738, suggesting that respondents' information quality is above average. The mean values ranged from 5.683 to 5.823. The overall standard deviation was 1.045, with a range between 1.022 and 1.095. The study found that information quality had a significant positive impact on both perceived usefulness (T-Value: 11.913) and satisfaction (T-Value: 6.287). These findings emphasise the critical role of information quality in enhancing user satisfaction and perceived usefulness. The overall mean for the variable "system quality" is 5.815, indicating that the system quality of the information system's effectiveness is above average. The mean value ranged from 5.693 to 6.020. The overall standard deviation was 1.057, with a range between 0.974 and 1.098. The study also revealed that system quality had a significant positive relationship with both perceived usefulness (T-Value: 9.407) and satisfaction (T-Value: 1.989). These results highlight the crucial role of system quality in shaping user satisfaction and perceived usefulness.

DISCUSSION

The relationship between information quality and user satisfaction has been extensively explored in the literature. Hypothesis 1 (H1) posits that information quality has a significant positive relationship with satisfaction. Previous studies by Laumer et al. (2017) have shown that high information quality is crucial in determining user satisfaction. This satisfaction, in turn, plays a role in how users engage with electronic document management systems. Information quality is important in determining end-user satisfaction, which influences the manifestation of workarounds in electronic document management systems. Similarly, Hypothesis 2 (H2) suggests that information quality has a significant positive relationship with perceived usefulness. Saeed and Abdinnour (2008) provide evidence that information quality not only influences the overall satisfaction of users but also directly affects their perceptions of the system's usefulness. This perceived usefulness is a key factor in post-adoption usage of information systems, where information quality enhances extended system usage, while system integration fosters exploratory usage.

Hypothesis 3 (H3) proposes that system quality has a significant positive relationship with satisfaction. This relationship is supported by research indicating that higher system quality leads to greater user satisfaction, which subsequently improves user performance (Nurbani & Meiyanti, 2019). System quality, therefore, is an essential determinant of how users perceive the system's effectiveness in facilitating their tasks. Finally, Hypothesis 4 (H4) asserts that system quality has a significant positive relationship with perceived usefulness. Alkhawaja, Abd Halim, Abumandil, and Al-Adwan (2022) demonstrate that system quality significantly influences users' perceptions of usefulness, which further drives their intention to use the system. High-quality systems are perceived as more beneficial and reliable, thus encouraging continued use and reliance on the system. These hypotheses highlight the important role that both information quality and system quality play in influencing user satisfaction and perceived usefulness. These factors are essential for the successful adoption and continuation of information systems.

LIMITATION AND RECOMMENDATION

This study faced several limitations. The literature on the relationship between electronic document management system (EDMS) functionalities and the success dimensions of information systems, namely, information quality, system quality, perceived usefulness, and user satisfaction, is limited. Specifically, finding relevant studies that evaluate the performance of EDMS functionalities within government agencies and their impact on the effectiveness of these systems causes a significant challenge. The scarcity of research in this area is notable, as there are few established theories or models addressing the intersection of EDMS functionalities and their performance in the government sector. Additionally, there is a lack of empirical evidence related to the specific dimensions proposed in this study, further limiting the scope and depth of the analysis.

Given the limitations identified in this study, several recommendations are proposed for future research. Firstly, there is a need for more comprehensive studies that explore the relationship between EDMS functionalities and the dimensions of information systems success, particularly within the context of government agencies, not only in Sarawak but also in other states of Malaysia. Researchers should consider using or testing new models and theories that specifically address the performance of EDMS functionalities in the public sector. Furthermore, it is recommended to conduct empirical studies that gather and analyse data on the effectiveness of EDMS in various government settings. This would provide valuable insights and contribute to the expansion of the existing body of literature. Collaborations between academic researchers, the government's researchers, and the government institutions themselves could also facilitate relevant data and case studies for future research. Finally, expanding the scope of literature to include related fields, such as digital governance and public administration, with the assistance of Artificial Intelligence (AI), may yield useful insights and theoretical frameworks that can be adapted to the study of EDMS in government agencies.

CONCLUSION

This study aimed to explore the relationship between EDMS functionalities and the success dimensions of information systems, particularly in the context of government agencies. The research emphasises the importance of factors such as information quality, system quality, perceived usefulness, and user satisfaction in determining the effectiveness of EDMS. Nevertheless, the study also encountered limitations, mainly attributed to the lack of existing literature and empirical evidence in this particular field. Despite these challenges, it is crucial to keep conducting studies in this field to gain a deeper understanding of how EDMS functionalities affect the information system success in the public sector. By addressing these gaps, future studies can contribute to more effective implementation and utilisation of EDMS, leading to improved efficiency and productivity in government agencies.

REFERENCES

- Al-Okaily, M., Al-Kofahi, M., Shiyab, F., & Al-Okaily, A. (2023). Determinants of user satisfaction with financial information systems in the digital transformation era: insights from emerging markets. *Global Knowledge, Memory and Communication*. doi:10.1108/GKMC-12-2022-0285
- Aládé, S. (2023). Design and Implementation of a Web-based Document Management System. *International Journal of Information Technology and Computer Science*, 15, 35-53. doi:10.5815/ijitcs.2023.02.04
- Alkhawaja, M., Abd Halim, M., Abumandil, M., & Al-Adwan, A. (2022). System Quality and Student's Acceptance of the E-learning System: The Serial Mediation of Perceived Usefulness and Intention to Use. *Contemporary Educational Technology*, 14, ep350. doi:10.30935/cedtech/11525
- Alwan, H. A., Bakri, A., & Bahari, M. (2015). *Opportunities and challenges in implementing electronic document management systems*: Asian Journal of Applied Sciences (AJAS).
- Anjarwati, S., & Apollo, A. (2019). Several Influences Of System Information Quality To User Satisfaction And Its Implication On Individual Performance. *Jurnal Ilmiah Manajemen Fakultas Ekonomi*, 4, 19-30. doi:10.34203/jimfe.v4i1.1106
- Apridiyanti, A., Suharman, H., & Adrianto, Z. (2020). Successful Implementation of Information Systems in Public Sector Organizations. *Journal of Accounting Auditing and Business*, 3, 40. doi:10.24198/jaab.v3i1.25351

- Apsari, R., Widhiyani, N., & Rasmini, N. (2023). The Influence of Accounting Information System Quality and Perceived Usefulness on Accounting Information System (AIS) User Satisfaction (Case Study at the Head Office of the Bali Regional Development Bank). *European Journal of Business and Management Research*, 8, 59-63. doi:10.24018/ejbmr.2023.8.4.2059
- Bell, J. (2005). *Doing Your Research Project: A Guide for First-Time Researchers in Education and Social Science*. [http://lst-iiep.iiep-unesco.org/cgi-bin/wwwi32.exe\[in=epidoc1.in\]/?t2000=027124/\(100\)](http://lst-iiep.iiep-unesco.org/cgi-bin/wwwi32.exe[in=epidoc1.in]/?t2000=027124/(100)
- Brown, J. D. (2001). *Using surveys in language programs*: Cambridge university press. Cochran, W. G. (1977). *Sampling techniques*.
- Finstad, K. (2010). Response interpolation and scale sensitivity: Evidence against 5-point scales. *Journal of usability studies*, 5(3), 104-110.
- Gorla, N., Somers, T., & Wong, B. (2010). Organizational impact of system quality, information quality, and service quality. *The Journal of Strategic Information Systems*, 19, 207-228. doi:10.1016/j.jsis.2010.05.001
- Green, W. B. (1993). *Introduction to Electronic Document Management Systems*: Academic Press.
- Grudzień, Ł., & Hamrol, A. (2016). Information quality in design process documentation of quality management systems. *International Journal of Information Management*, 36(4), 599-606. doi:https://doi.org/10.1016/j.ijinfomgt.2016.03.011
- Han, J., Wang, C., Miao, J., Lu, M., Wang, Y., & Jin, S. (2020). Research on Electronic Document Management System Based on Cloud Computing. *Computers, Materials & Continua*, 66, 2645-2654. doi:10.32604/cmc.2021.014371
- Harjito, Y., Achyani, F., & Payamta, P. (2016). Implementasi E-Procurement Ditinjau Dari Kesuksesan Sistem Teknologi Informasi Dengan Menggunakan Model Delone dan Mclean. *Jurnal Ekonomi dan Bisnis*, 18(1), 61-82. doi:10.24914/jeb.v18i1.263
- Kabir, S. M. (2016). Methods Of Data Collection. In (pp. 201-275). Laumer, S., Maier, C., & Weitzel, T. (2017). Information quality, user satisfaction, and the manifestation of workarounds: a qualitative and quantitative study of enterprise content management system users. *European Journal of Information Systems*, 26(4), 333-360. doi:10.1057/s41303-016-0029-7
- Mariano, A., Monteiro, S., Moysés, D., Santos, M., & Ramírez-Correa, P. (2020). *Information Systems User Satisfaction: Application of a model for e-Government*.
- Nemoto, T., & Beglar, D. (2014). *Likert-scale questionnaires*. Paper presented at the JALT 2013 conference proceedings.
- Nirwanto, N., & Andarwati, M. (2019). End-user Satisfaction as an Impact of the System Quality, Information Quality, and Top Management Support, upon the Perceived Usefulness of Technology Utilization.
- Novanto, A., Elida, T., & Hidayat, T. (2019). Impact Of Web Quality On Employees' Satisfaction In Indonesia State Employment Department. *Jurnal Ilmiah Informatika Komputer*, 24, 161-169. doi:10.35760/ik.2019.v24i3.2278

- Nurbani, K., & Meiyanti, F. (2019). The impact of system quality and information quality on user satisfaction and user performance. *Jurnal Akuntansi, Manajemen dan Ekonomi*, 21(2).
- Preston, C., & Colman, A. (2000). Optimal Number of Response Categories in Rating Scales: Reliability, Validity, Discriminating Power, and Respondent Preferences. *Acta psychologica*, 104, 1-15. doi:10.1016/S0001-6918(99)00050-5
- Ritchi, H., Evayanti, N. F., & Sari, P. Y. (2020). A Study On Information Systems Success: Examining User Satisfaction Of Accounting Information System:(A Study on whole City/Regency Governments of West Java Province). *Bina Ekonomi*, 24(2), 1-14.
- Saeed, K., & Abdinnour, S. (2008). Examining the effects of information system characteristics and perceived usefulness on post adoption usage of information systems. *Information & Management*, 45, 376-386. doi:10.1016/j.im.2008.06.002
- Santa, R., Macdonald, J., & Ferrer, M. (2018). The role of trust in e-Government effectiveness, operational effectiveness and user satisfaction: Lessons from Saudi Arabia in e-G2B. *Government Information Quarterly*, 36. doi:10.1016/j.giq.2018.10.007
- Sari, K., Arifin, Z., Indriasari, D., & Choiruddin, C. (2021). *The Influence of Information Quality and Information System Quality of Regional Assets on User Satisfaction at the Provincial Government of South Sumatera*.
- Sekaran, U., & Bougie, R. (2013). *Research methods for business : a skill-building approach*. Hoboken, N.J; Chichester: Wiley.
- Sekaran, U., & Bougie, R. (2016). *Research methods for business: A skill building approach*: John Wiley & Sons.
- Suryanto, A., Nurdin, N., Irawati, E., & Andriansyah, A. (2023). Digital transformation in enhancing knowledge acquisition of public sector employees. *International Journal of Data and Network Science*, 7, 117-124. doi:10.5267/j.ijdns.2022.11.011
- Wahyuni, D., Hidayatullah, S., & Sisharini, N. (2023). The Influence of Information System Quality and Information Quality on User Satisfaction of Presence Application through Perceived Usefulness on Regional Secretariat of Malang District Government. *International Journal of Social Science and Human Research*, 6. doi:10.47191/ijsshr/v6-i10-66
- Zarić, M., Segedinac, M., Sladic, G., & Konjovic, Z. (2014). A Flexible System for Request Processing in Government Institutions. *Acta Polytechnica Hungarica*, 11, 207-227.