Table of Contents

Afrim Osmani: The European Union policies on environmental protection ........................................... 7

Alberta Tahiri, Faruk Daci, Mujo Dacic - Theory of sustainable development of tourism...................... 17

Alma Shehu Lokaj: Nepotism as a negative factor in organization performance ...................................... 22

Armand Krasniqi, Diamanta Sojeva: Free economic zones from the legal perspective in Kosovo ........ 28

Arsim Kelmendi: The history of performers and professors of wind music in Kosovo .......................... 36

Artan Osmani, Ylvije Boriqi: The functional Manager against the manager of the project ................. 40

Ariana Xhemajli, Mersiha Kalac: The impact of FDI on economic transition and development in Kosovo 46

Bashkim Çerkini, Roberta, Bajrami, Robert Kosova, Valentina Shehu: Transportation cost optimization using Evolver, IP – solver and MS Foundation ......................................................... 63

Besim Mustafa: Non Formal Education and Human Resource Development in Kosovo ..................... 72

Besnik Zekaj, Edmond Beqiri: Harmonized standards for development and implementation of information system in the insurance industry in Kosovo ............................................. 76

Brunilda Zenelaga, Kseanela Sotirofski, Daniela Meçe: emigrating from Albania or immigrating to Albania? The case of Italian skilled immigrants ................................................................. 93

Ditila Ekmekçiu: Optimizing a call center performance using queueing models– an Albanian case ...... 100

Driton Fetaj: The impact of the barriers in development of small and medium enterprises .............. 116

Driton Idrizi, Ilir Binaj: Fiscal policies of EU in Kosovo and their harmonization with the EU countries .. 123

Driton Sylqa, Emin Neziraj: Innovation and investments as a cornerstone of economic performance toward European integration processes .............................................................. 130

Edmond Beqiri, Adem Tolaj: Harmonization of the Preuniversity Programs of Information and Communication Technology, in compliance with EU market needs ........................................ 139

Elida Ciriković: Unique value of Human resource management in organization ............................... 148

Justina Pula, Emin Neziraj, Driton Sylqa: Organizational Change and relation between Employees in Kosova Banks ............................................................................................................. 154
Emruš Azizović, Melisa Azizović: Overall plan of online course of pedagogical education for assistants 169

Ermira Shehu: Building effective cluster policies ................................................................. 177

Evisa Kambellari, Brunilda Bara: Interception of communications for criminal purposes in Albania and compliance with European Union standards ................................................................. 186

Fatbardh Gashi: Instrumental teacher education in kosovo: competences, roles and contemporary standardized curricula ................................................................. 196

Fatron Shabani, State University of Tetova - Non-Conformity Of Goods In Light Of The United Nations Convention On Contracts For The International Sale Of Goods And The Law On Obligations Of The Republic Of Macedonia ................................................................. 203

Fatos Ukaj - Marketing aspects of tourism development in Balkan Region .......................... 207

Filloretha Kunoviku Demiri, Kujtim Demiri - How to join eu while there are many differences of doing business in the same city ................................................................. 214

Edmond Beqiri, Genc Beqiri: ICT usage in Annual registration with stock balancing as a way for Compliance of standards with the businesses in EU ................................................................. 227

sofronija Miladinoski, Vasko Cuculeski, Halit Shabani - organization of time of the operational activities in the tourism management – an important issue for all managers ................................................................. 235

Husnija Bibuljica: The application of technology and strategy in management business of SMEs ....... 241

Hajrija Škrijelj, Ibish Mazreku, Duda Balje: Management based on the marketing strategies with EU standards – case study Peja Brewery ................................................................. 247

Ismajl Cacaj, Bakir Kelmendi, Nexhdet Shala, Burim Rexhaj, Apple Chemical Protection Against Leaf Powdery Mildew And Sustainability To Pathogen Cultivars According to EU Standards ................................................................. 253

Jusuf Mustafai: The acquisition of vocabulary in the context of teaching English as a Foreign Language through Vocabulary Learning Strategies ................................................................. 260

Mefail Tahiri, Ejup Rustemi: The Impact of Information Technologies on the Knowledge Society ....... 267

Mefail Tahiri, Ejup Rustemi: The two-way impact between data mining and mobile technologies ........ 273

Merita Murati - The development of tourism and seaports marketing in the region of Vlora, their role in the economy ................................................................. 281

Mirela Tase, Manjola Xhaferri - The tourist potential in the Northern Coastal Areas. Management and protection of natural resources of the area ................................................................. 292
Mitasin Beqiri, Sevil Muaremksa: Observation and study of the convicted persons at the penitentiary institutions of the Republic of Macedonia

Mybera Shala Mustafa - Why there is no health insurance in the Republic of Kosovo?

Mervete Shala: Politic Control of Public Administration from Assembly of Kosovo

Beqiri Edmond, Beqiri Napolon – Harmonized codification using Information and Communication Technologies

Osman Sejfijaj - Contemporary issues of motivation for lecturers

Qebir Avziu - Restorative Justice In Republic Of Macedonia And Possibility To Application To The Juvenil Justice With Special Emphasis To Mediation Works

Qufli Osmani, Kushtrim Gashi: The predictive value of job satisfaction and relevant factors in predicting of commitment in the workplace, job involvement and job opportunity of bank employees

Rajan Arapi, Drita Kruja - Media Influence In The Promotion Mix

Shaip S. Gashi: Institutional support of the entrepreneurship facilitate integration process of Kosova

Shqiponja Nalbani - The role of managers in crafting and implementing a quality assurance strategy within the public universities of the Republic of Kosovo

Sreten Miladinoski, Sanja Nikolic, Ibish Mazreku: The influence of the education level of the standards in South-Eastern European countries with the focus of macedonia and the age of the employees

Teuta Thanasi, Lindita Mukli, Fabiana Çullhaj- Remittances in Albania in the frame work of South-Eastern European countries and crises gripped european union members

Theranda Beqiri, Merita Begolli Dauti: Minimum Wage in Transition Economies

Yllka Rupa: Analysis, about the origin, development and formation of the notion of ownership, its review in relation to the economic developments

Valentina Sinaj, Xhuljeta Meçaj - Quantitative analysis of the mobile phone market in Albania

Veton Jahmurataj - Impact Of Culture On Organizational Development - Case Study Kosovo