



**UNIVERSITY OF NOVI SAD  
TECHNICAL FACULTY  
"MIHAJLO PUPIN"  
ZRENJANIN**



**ITROCONFERENCE<sup>7.0</sup>**  
INFORMATION TECHNOLOGY AND EDUCATION DEVELOPMENT



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INFORMATION TECHNOLOGY AND EDUCATION DEVELOPMENT



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*With this publication, the CD with all papers from the International Conference on Information Technology and Development of Education, ITRO 2016 is also published.*

## INTRODUCTION

This Proceedings of papers consists from full papers from the International conference "Information technology and development of education" - ITRO 2016, that was held at the Technical Faculty "Mihajlo Pupin" in Zrenjanin on June 10<sup>th</sup> 2016.

**The International conference on Information technology and development of education** has had a goal to contribute to the development of education in Serbia and the Region, as well as, to gather experts from natural and technical sciences' teaching fields.

The expected scientific-skilled analysis of the accomplishment in the field of the contemporary information and communication technologies, as well as analysis of state, needs and tendencies in education all around the world and in our country has been realized.

The authors and the participants of the Conference have dealt with the following thematic areas:

- Theoretical and methodological questions of contemporary pedagogy
- Personalization and learning styles
- Social networks and their influence on education
- Children security and safety on the Internet
- Curriculum of contemporary teaching
- Methodical questions of natural and technical sciences subject teaching
- Lifelong learning and teachers' professional training
- E-learning
- Education management
- Development and influence of IT on teaching
- Information communication infrastructure in teaching process

All submitted papers have been reviewed by at least two independent members of the Science Committee.

There were total of 163 authors that took part at the Conference from 15 countries, 4 continents: 96 from the Republic of Serbia and 67 from foreign countries such as: Macedonia, Bulgaria, Slovakia, Russia, Montenegro, Albania, Hungary, Italy, India, Rumania, Bosnia and Herzegovina, USA, Egypt and Nigeria. They were presented 82 scientific papers; 42 from Serbia and 40 from the above mentioned countries.

The papers presented at the Conference and published in Proceedings can be useful for teachers while learning and teaching in the fields of informatics, technics and other teaching subjects and activities. Contribution to the science and teaching development in this Region and wider has been achieved in this way.

***The Organizing Committee of the Conference***

## **CONTENTS**

### **INVITED LECTURES**

*I. K. Georgieva*

ENGINEERING EDUCATION IN THE FRAMEWORK OF EUROPEAN QUALIFICATION .... 3

*D. Dobrilović*

WELCOME TO THE FUTURE (OF TEACHING IT)..... 9

### **SCIENTIFIC PAPERS**

**DEVELOPMENT AND INFLUENCE OF INFORMATION TECHNOLOGY ON TEACHING**..... 19

*A. Kansara, Lj. Kazi*

ADAPTING UNIVERSITY TEACHING TO THE NEEDS OF IT INDUSTRY ..... 21

*M. Adedeji Oyinloye*

EDUCATION AND ICT – ITS CURRENT TREND AND OPPORTUNITIES IN NIGERIA ..... 27

*F. Stajković, D. Milanov, M. Čočkalović-Hronjec, D. Čočkalović*

DESIGN OF USER INTERFACE FOR EDUCATIONAL PURPOSES IN ECLIPSE ENVIRONMENT ..... 30

*Z. Kazi, M. Stasevic, B. Radulovic*

MDX QUERIES FOR OLAP CUBE SLICING AND STATISTICAL REPORTING: EDUCATIONAL EXAMPLE..... 35

*D. Milanov, I. Palinkaš*

3D PRINTING IN EDUCATION ..... 41

**THEORETICAL AND METHODOLOGICAL QUESTIONS OF CONTEMPORARY PEDAGOGY**..... 45

*E. Petkova*

INCREASING THE EFFECTIVENESS OF THE EDUCATIONAL PROCESS IN TECHNICAL SCIENCES BY MODERN INFORMATION TECHNOLOGIES ..... 47

*M. Maneva, N. Koceska, S. Koceski*

INTRODUCTION OF KANBAN METHODOLOGY AND ITS USAGE IN SOFTWARE DEVELOPMENT ..... 52



*Cs. Szabó, V. Szabóová, Z. Havlice*

PROS AND CONS OF SOFTWARE DEVELOPMENT TASK SHARING BETWEEN  
TEACHING SUBJECTS ..... 55

*S. Stojanovski, N. Stojkovikj, J. Ananiev, M. Kocaleva, A. Stojanova, B. Zlatanovska*

UNIVERSITY EDUCATION IN 21 CENTURY: STUDENT ATTITUDES TOWARD HIGH  
EDUCATIONAL PROGRAMS IN MACEDONIA ..... 60

*Cs. Szabó*

ON THESIS SUPERVISION EXPERIENCE IN A SLIGHTLY NOT NATIVE  
ENVIRONMENT ..... 64

*B. Saliu*

NEW APPROACHES ON LEARNER AUTONOMY AND LEARNING ENGLISH AS AN  
ADDITIONAL LANGUAGE ..... 68

*E. Cherkashin, S. Kharchenko, Y. Shits*

VEDA BASED PSYCHOLOGICAL AND PEDAGOGICAL SUPPORT OF COLLEGE  
GRADUATE STUDENTS..... 73

*B. Novkovic Cvetkovic*

COMPUTING INNOVATIONS IN A MODERN SCHOOL ..... 76

*S. Mesicki, D. Radosav, M. Lukac*

PARENT’S ATTITUDES ABOUT TRADICIONAL OR MODERN TEACHING ..... 80

*D. Radosav, D. Nagy*

THE IMPACT OF MULTIMEDIAL FORM OF PRESENTING THE TEACHING CONTENT ON  
PERCEPTION ..... 83

*D. Glušac, I. Tasić, M. Nikolić, E. Terek, B. Gligorović*

LMX AS A MODERATOR ON THE CORRELATIONS BETWEEN SCHOOL CULTURAL  
DIMENSIONS AND QUALITY OF TEACHING DIMENSIONS ..... 89

*M. Blagojević, B. Kuzmanović*

TEXT PROCESSING IN ANALYSIS OF STUDENTS’ ATTITUDES ..... 97

*I. Tasić, D. Glušac, E. Tobolka, J. Jankov*

ANALYSIS OF THE STANDARDS OF PRIMARY SCHOOL STUDENTS’ ACHIEVEMENT IN  
THEIR FINAL EXAMINATION ..... 100

*E. Eleven, S. Babić-Kekez*

COLLABORATION IN ACCESSING KNOWLEDGE CONTENT AT HIGHER  
EDUCATIONAL INSTITUTIONS..... 104

*D. Borisavljević, D. Radosav, M. Lukač*

RANKING OF SCHOOL ABSENTEEISM'S FACTORS..... 111

*R. Lupulesku, M. Puja, M. Pardanjac*  
FACTORS IMPROVING TEACHING IN TECHNICAL AND IT EDUCATION..... 115

*K. Dolović, M. Bruno, M. Pardanjac*  
INNOVATIONS IN TEACHING TECHNICAL AND IT EDUCATION ..... 120

*A. Lunjić, M. Kavalić, D. Karuović, S. Borić, J. Bushati, B. Markoski*  
SELF-EVALUATION OF WORK QUALITY EFFECTIVENESS AND EFFICIENCY FOR  
BILINGUAL SCHOOLS ..... 123

*S. Mesicki, M. Pardanjac, E. Tobolka*  
VISUAL TOOLS AS SUPPORT OF TEACHING..... 130

*A. Lunjić, N. Petrov, M. Kavalić, M. Vlahović, S. Stanisavljev, I. Lacmanović*  
SELF-EVALUATION OF BI-LINGUAL SCHOOL WORK..... 133

***METHODICAL QUESTIONS OF NATURAL AND TECHNICAL SCIENCES SUBJECT  
TEACHING ..... 137***

*A. Stojanova, B. Zlatanovska, M. Kocaleva, M. Miteva, N. Stojkovikj*  
“MATHEMATICA” AS A TOOL FOR CHARACTERIZATION AND COMPARISON OF ONE  
PARAMETER FAMILIES OF SQUARE MAPPINGS AS DYNAMIC SYSTEMS ..... 139

*I. Dimovski, A. Risteska*  
DIDACIC PRINCIPLE OF VISUALISATION IN TEACHING MATHEMATICAL  
FUNCTIONS..... 145

*A. Krstev, M. Kokotov, B. Krstev, D. Serafimovski*  
MATHEMATICAL MODELING, ANALYSIS AND OPTIMIZATION USING MMANA -  
MATHEMATICAL MODELING AND ANTENNA ANALYSIS SOFTWARE ..... 151

*M. Kocaleva, B. Zlatanovska, A. Stojanova, A. Krstev, Z. Zdravev, E. Karamazova*  
ANALYSIS OF STUDENTS’ KNOWLEDGE FOR THE TOPIC "INTEGRAL" ..... 155

*J. Veta Buralieva*  
WAVELETS AND CONTINUOUS WAVELET TRANSFORM ..... 159

*A. Risteska, I. Dimovski, V. Gicev*  
RELATIONSHIP BETWEEN THE EXTREMES OF A FUNCTIONAL AND ITS  
VARIATION ..... 165

***E-LEARNING..... 171***

*B. Delipetrev, M. Pupinoska-Gogova, M. Kocaleva, A. Stojanova*  
E-LEARNING APPLICATION FOR THE PRIMARY SCHOOL STUDENTS..... 173

<i>G. Kőrösi</i> MOOC VS. TRADITIONAL LEARNING –POSSIBILITIES AND WEAKNESSES OF E-LEARNING SITES .....	177
<i>N. Koceska, S. Koceski</i> LEARNING SOFTWARE ENGINEERING BASICS THROUGH ROBOTICS.....	182
<i>Esztelecki Péter</i> BIG DATA IN EDUCATION.....	187
<i>E. Tosheva</i> WEB BASED E-LEARNING PLATFORMS .....	192
<i>V. Cvetkovic, T. Petkovic, D. Karuović</i> USE OF MOODLE IN E-LEARNING FOR THE 2ND GRADE OF HIGH SCHOOL .....	195
<i>D. Milanov, D. Glušac, D. Karuović</i> DIFFERENT ASPECTS OF BIG DATA USAGE IN EDUCATION .....	198
<i>I. Vecštejn, I. Čobanov, S. B. Božović, M. Pardanjac, E. Tobolka</i> E-LEARNING .....	202
<i>D. R. Todosijević, M. D. Jovanović, V. M. Ognjenović</i> SEMANTIC ANNOTATION OF E - LEARNING MATERIALS ON MOBILE PLATFORMS.....	206
<i>E. Eleven, S. Babić-Kekez</i> INDEPENDENT LEARNING AND MODERN EDUCATIONAL TECHNOLOGY .....	210
<i>N. Tatomirov, D. Glušac, N. Petrov</i> COMPARING WORDPRESS, JOOMLA AND DRUPAL .....	216
<b>SOCIAL NETWORKS AND THEIR INFLUENCE ON EDUCATION.....</b>	<b>219</b>
<i>J. Ljucović, T. Matijević, T. Vujičić, S. Tomović</i> ANALYSIS OF SOCIAL NETWORK RANDOM MODEL AND COMPARISON TO TEAL COLLABORATION NETWORK .....	221
<i>O. Iskrenovic-Momcilović, A. Momcilović</i> CHILDREN AND THE INTERNET .....	226
<i>M. Bakator, E. Terek, N. Petrović, K. Zorić, M. Nikolić</i> THE IMPACT OF SOCIAL MEDIA ON STUDENTS' EDUCATION .....	231

**INFORMATION COMMUNICATION INFRASTRUCTURE IN TEACHING PROCES ..... 235**

*D. Serafimovski, A. Krstev, B. Panajotov*

THE POTENTIAL USE OF CROSS - PLATFORM MOBILE APPLICATIONS FOR  
EDUCATIONAL PURPOSES ..... 237

*E. Petkova*

USING THE COMPUTER GRAPHICS MEANS IN THE TRAINING OF FUTURE  
TECHNOLOGIES AND ENTREPRENEURSHIP TEACHERS ..... 242

*D. Radosav, E. Junuz, D. Music, M. Smajic, I. Karic*

ELEVATOR CONTROL BY ANDROID APPLICATION ..... 247

*D. Bikov, I. Bouyukliev, A. Stojanova*

BENEFIT OF USING SHARED MEMORY IN IMPLEMENTATION OF PARALLEL FWT  
ALGORITHM WITH CUDA C ON GPUS ..... 250

*A. Krstev, M. Kokotov, B. Krstev, S. Nushkova, D. Krstev, M. Penova*

CABLE DISTRIBUTION SYSTEMS - AN ESSENTIAL ELEMENT OF THE GLOBAL  
INFORMATION SOCIETY ..... 257

*S. Minić, D. Kreculj*

THE IOT IN EDUCATION ..... 261

**GAMES AND SIMULATIONS IN EDUCATION ..... 265**

*N. Stojkovikj, A. Stojanova, M. Kocaleva, B. Zlatanovska*

SIMULATION OF M/M/N/M QUEUING SYSTEM ..... 267

*M. Gogova, N. Koceska, S. Koceski*

DEVELOPMENT OF INTERACTIVE EDUCATIONAL APPLICATIONS BASED ON  
TOUCHDEVELOP ..... 272

*E. Gjorgjieva, N. Koceska, S. Koceski*

CREATING INTERACTIVE MAP WITH OPENLAYERS ..... 276

*A. Velinov, A. Mileva*

RUNNING AND TESTING APPLICATIONS FOR CONTIKI OS USING COOJA  
SIMULATOR ..... 279

*B. Sobota, Š. Korečko, P. Pastornický, L. Jacho*

EDUCATION PROCESS AND VIRTUAL REALITY TECHNOLOGIES ..... 286

*A. Loncar, M. Kuzmanovic*

GAME THEORY IN CINEMATOGRAPHY: MODEL IMPLEMENTATION IN MICROSOFT  
SQL ENVIRONMENT ..... 292

<i>S. Babić-Kekez, I. Antić, E. Eleven</i> EDUCATIONAL GAMES IN MATH CLASSES THROUGH INFORMATION- COMMUNICATION TECHNOLOGIES.....	299
<i>T. Petkovic, V. Cvetkovic, M. Pardanjac, E. Tobolka</i> THE VALIDATION OF SIMULATION MODELS .....	302
<i>D. Čabarkapa, M. Milićević</i> IMPORTANCE OF REALISTIC MOBILITY SOFTWARE MODELS FOR VANETS SIMULATIONS .....	306
<i>D. Borisavljević, M. Pardanjac</i> EDUCATIONAL SOFTWARE AS A SIMULATION TECHNIQUE – EXAPLES IN TEACHING TECHNICAL AND IT EDUCATION .....	312
<b><i>TEACHERS' PROFESSIONAL TRAINING.....</i></b>	<b>317</b>
<i>V. Aleksić, Ž. M. Papić, M. Papić</i> INFORMATICS TEACHERS PROFESSIONAL COMPETENCES.....	319
<b><i>EDUCATION MANAGEMENT.....</i></b>	<b>323</b>
<i>J. Jankov, I. Tasić, D. Milanov, D. Čočkaló</i> COMMUNICATION AND CHANGE MANAGEMENT IN SCHOOL .....	325
<i>I. Petrov, V. Makitan, M. Malić</i> IT PROJECT MANAGEMENT METHODOLOGIES.....	329
<b><i>CONTEMPORARY USE OF INFORMATION TECHNOLOGY.....</i></b>	<b>335</b>
<i>M. Hafez, Lj. Kazi</i> HEALTHCARE EDUCATION AT INTERNET .....	337
<i>A. Krstev, D. Krstev, M. Kokotov, B. Krstev, S. Nushkova, M. Penova</i> DESIGN OF INFORMATION SYSTEMS MONITORING, RECORD AND CONTROL.....	341
<i>Cs. Szabó</i> FIRST ERRORS AND CORRECTIONS WHILE TEACHING EVOLUTION OF SOFTWARE SYSTEMS .....	344
<i>S. Plachkov, V. Pavlova</i> 3 DIMENSIONAL MODELING AND ITS INTEGRATION IN TECHNOLOGY EDUCATION .....	349

*Z. Zlatev, R. Golubovski, V. Gicev*

DATA PROCESSING OF DISPLACEMENTS BETWEEN THE GROUND AND THE POINT  
OF CRACKING AT THE SEVEN – STORY VAN NUYS HOTEL..... 352

*M. Nikolić, M. Stojić, D. Radojević, S. Nikolić*

ONE SUPERVISORY SYSTEM SOLUTION FOR THE PROTECTING OF PUBLIC  
FACILITIES ..... 359

*Z. Ignjatov, D. Martinov, I. Berković, V. Brtka*

INTEGRATION OF ABBOTT STANDARD INTERFACE COMMUNICATION PROTOCOL,  
THE HOSPITAL INFORMATION SYSTEM ..... 364

*D. Martinov, B. Vukov, Ž. Veličkov, V. Brtka, I. Berković*

LEARNING MANAGEMENT SYSTEM MOODLE IN HEALTH CARE ..... 369

*V. Nikolić, B. Markoski, K. Kuk, D. Randjelović, M. Ivković*

POSSIBILITIES OF INTELLIGENT SEARCH TECHNIQUES APPLICATIONS IN E-  
GOVERNMENT SERVICES OF THE REPUBLIC OF SERBIA ..... 374

*N. Šimak*

MODULE SINGLE USE OF THE INFORMATION SYSTEM ‘TREASURY’ ..... 379

*V. Novačić, B. Egić, J. Barbaric, M. Pardanjac*

PREVENTION AS A METHOD AGAINST DIGITAL VIOLENCE..... 383

*P. Sibinović, N. Ilić*

INFORMATION SYSTEM AS A TOOL IN THE DEVELOPMENT OF A QUALITY ANALYSIS  
SYSTEM ..... 386

*J. Bondžić, S. Popov, T. Novaković, S. Draganić, M. Sremački*

SOFTWARE FOR HAZARD SCENARIOS MODELLING ..... 392

*S. Marjanov, E. Brtka, V. Brtka*

CHATBOTS AND POSSIBLE APPLICATIONS..... 397

*B. Blagojević, P. Ivanović*

SIMPLE WEB TOOLS FOR INTERACTIVE COMMUNICATION WITH CUSTOMERS WEB  
PORTAL APPLICATION „MY LAWYER„..... 403

*B. Đekić, V. Ognjenović and Ivana Berković*

VISUALIZATION OF XML AS A GRAPH..... 410

# Design of Information Systems Monitoring, Record and Control

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**Abstract** - Logistics management information system is essential to provide management with the knowledge to exploit new markets, make changes in the design of packaging, make a right choice in store to raise or reduce inventory, to determine the profitability of customers and establish profitable level of customer service, choose transporter and determine which system of processing orders will be automated.

To bring these strategic decisions management must know how you are changing costs and revenues dependent on appropriate alternatives would be selected. An advanced system for order processing is able to provide much information to different departments in the organization. Terminals for access to data can be made available to logistics management, production and marketing department. The system can provide a variety of regular reports and reports on the current situation upon request.

The design of logistics information systems begins by examining consumer needs and determination of standards features to meet those needs. Next you need to make is the need for consumers to compare with the current capabilities of the company, and to explore current operations in order to identify areas that require monitoring.

It is important at this level to interview different levels of management. In this way the company can determine what strategic and operational decisions are made and what information and in what form is needed for decision making. The next step is an examination of current possibilities for data processing companies in order to determine what changes are needed.

Finally, the database could be created and the reports should be designed taking into account management costs and Uses of each report. Good system design must be of benefit to management and to provide movement of information from where they are collected to the appropriate level of management. Phones and tele printer connections between computers are just a few of the materials which can transfer information. For additional information processing computerized information system must possess capabilities to store data.

Data of logistics information systems may come from multiple sources from which the most important are the following: System processing orders; Statements of the company; Data from the farm; Data from management.

## I. INTRODUCTION

*A. Software system for monitoring, recording, analysis and statistics in "Filed Ops" subsector in the company for telecommunications services*

Field Ops (Field Operations) in a company for telecommunications services represents a service for carrying out field operations in terms of construction and maintenance, i.e. maintenance of the telecommunications network (cable, wireless, optical coaxial et seq.) And assignments on the field with users: physical connection of users to the network, turning off users from the network, resolves defects network and beneficiaries.

Numerous everyday Field Ops tasks impose the need for an organized system of monitoring the network, receiving treatment and management of client requests and coordination, or dispatch tasks and running the specialist teams in the field.

These complex daily field operations more efficiently and effectively managed through an electronic system for monitoring, recording and dispatching. The principle of this logistics system is as follows: 1. all information (requests for connection charges or defect) of customers is entered into the electronic system software by employees in the call center. It contains data on the client, while the hour and minute of the receipt of information, address, type of request (and you plug defect), data on who has entered the information into the system and etc. 2. An automated system for monitoring network status and the level of critical





recording of logistics systems and processes within a company is an important and necessary tool in making appropriate strategic and operational decisions in the company.

Investing in modern IT logistics systems for monitoring and recording companies in multiple paid for a very short period of time.

Despite all these positive aspects of the implementation of modern technology for monitoring, recording, analysis and statistics in the

Companies, it seems that is not yet sufficiently represented in all structures of economic entities. That process is expected to intensify in the near future creating conditions for faster overall economic development in general.

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