

Contents

Servant Leadership: Influence of Job Satisfaction and Organizational Commitment Nikolina Vrcelj, Vuk Bevanda, Nevena Bevanda	1
Lean Transformation Success: The Role of Management and Employee Engagement Ivona Jovanović, Milena Gatić, Dragana Stojanović, Dušan Gošnik	13
Experiences and Expectations: Drivers of Urban Tourist Destination Competitiveness Vladimir Pavković, Tamara Vlastelica, Milica Kostić-Stanković, Jasmina Dlačić	23
Leadership in Organizations and the PR Department Work Quality Edit Terek Stojanović, Mila Kavalić, Sanja Kovačić, Milan Nikolić, Marko Vlahović, Srđana Taboroši	35
Communication Aspect of National Testing Digitalization: Investigating Key Stakeholders' Satisfaction Miloš Jevtić, Slavica Cicvarić Kostić, Milan Okanović	49
Intellectual Capital and Bank Profitability: Evidence from Serbia Isidora Ljumović, Jelena Minović, Slavica Stevanović	61
Factors affecting the profitability of banks - Evidence from Serbia's banking sector Miloš Đaković, Nada Milenković, Jelena Andrašić	73