Amra Kapo

Date of birth: 08/10/1985

Nationality: Bosnian-Herzegovinian

CONTACT

📍 Porodice Ribar 91,
71000 Sarajevo, Bosnia and
Herzegovina **(Home)**

✉ amra.kapo@efsa.unsa.ba

📞 (+387) 61775401

WORK EXPERIENCE

09/09/2021 – CURRENT Sarajevo, Bosnia and Herzegovina

Associate Professor School of Economics and Business, University of Sarajevo

- Teaching activities in the following subjects: management information systems, business informatics, decision support systems,
- Teaching in English, subject: Management information systems
- Creating and maintaining courses on the Moodle platform for full-time and distance learning students
- Preparation of exam questions

31/08/2016 – 30/06/2021 Sarajevo

Assistant Professor School of Economics and Business, University of Sarajevo

- Teaching activities in the following subjects: management information systems, business informatics, decision support systems,
- Teaching in English, subject: Management information systems
- Creating and maintaining courses on the Moodle platform for full-time and distance learning students
- Preparation of exam questions

09/09/2011 – 08/10/2016 Sarajevo

Senior teaching assistant School of Economics and Business, University of Sarajevo

Teaching activities in the following subjects: management information systems, business informatics, decision support systems,
- Teaching in English, subject: Management information systems
- Creating and maintaining courses on the Moodle platform for full-time and distance learning students
- Preparation of exam questions

Associate for the development of distance learning studies
- Innovations in e-learning at the Faculty of Economics in Sarajevo
- Team leader
- Project coordinator
- Creating a marketing strategy and promoting DL programs

08/09/2008 – 2011 Sarajevo

Associate for the development of distance learning studies School of Economics and Business, University of Sarajevo

- Innovations in e-learning at the Faculty of Economics in Sarajevo
- Team leader
- Project coordinator
- Creating a marketing strategy and promoting DL programs

2009 – 2010 Sarajevo

Marketing manager QSS

- B2B marketing
- Conference organization
- Activities to promote products and services

Business or Sector Information and communication

EDUCATION AND TRAINING

2011 – 2016 Sarajevo

Phd School of Economics and Business, University of Sarajevo

Metode istraživanja (kvantitativne I kvalitativne), Metode istraživanja (Ekonometrija), Analiza odlučivanja, Upravljanje inovacijama, Poslovna održivost i drugi.

Address Trg oslobodjenja - Alija Izetbegovic 1, 71000, Sarajevo ⏐ **Website** www.efsa.unsa.ba ⏐ **Thesis** "Cjeloživotno učenje i uticaj korištenja informacionih tehnologija na individualne performanse"

2008 – 2010 Sarajevo

Master of Art School of Economics and Business, University of Sarajevo

Address Trg oslobodjenja - Alija Izetbegovic 1, 71000, Sarajevo ⏐ **Website** www.efsa.unsa.ba

2003 – 2008 Sarajevo

Bachelor of Economics School of Economics and Business, University of Sarajevo

Elektroničko poslovanje, Strateški informatički menadžment, Menadžment informatičkih projekata, Poslovna inteligencija, Projektovanje informacionih sistema, Inovacijski menadžment, Upravljanje poslovnim procesima, Revizija informacionih sistema, Upravljanje kontinuitetom u poslovanju i drugi.

Address Trg oslobodjenja - Alija Izetbegovic 1, 71000, Sarajevo ⏐ **Website** www.efsa.unsa.ba ⏐ **Thesis** "Cjeloživotna edukacija i upotreba informacionih tehnologija u obrazovanju uposlenih u BiH"

LANGUAGE SKILLS

MOTHER TONGUE(S): Bosnian

Other language(s):

English

Listening C1		
Spoken production C1		
Reading C1		
Spoken interaction C1		
Writing C2		

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Microsoft Office (Microsoft Word Microsoft Excel Microsoft PowerPoint Microsoft Access ⏐Social Media Management (Facebook Twitter Linkedin YouTube Instagram)

KVALITATIVNA I KVANTITATIVNA ANALIZA PODATAKA

LISREL ⏐ Bibexcel ⏐ Pajek ⏐ MaxQDA ⏐ Wos viewer ⏐ SPSS Software - Analyst Software (Professional)

PROJECTS

16/02/2024 – 31/05/2024

Qualitative data collection and analysis on women's attitudes and challenges towards employment in Bosnia and Herzegovina

World Bank Group
Role: Consultant
- Conduct a piloting of instruments interviewing at least 5 women, suggest revisions to instruments and share impressions from pilot with Bank team.
- Conduct a focus group discussion with 6 counselors, lasting between 90 minutes and 2 hours.

- Conduct key informant interviews with 4 key informants from local NGOs.
- Conduct and in-depth semi-structured interviews with 40 women in Bosnia and Herzegovina, lasting approximately 60 minutes.

20/11/2023 – 31/10/2024

Policy development in Vocational Education and Training (VET) and Secondary education

DAI Global Belgium SRL
- Developing the assessment methodology and establishment of criteria regarding content and structural quality.
- Analysis of the IQR-VET strategic document from the perspective of alignment with Riga Conclusions and other relevant EU frameworks/documents (such as the Osnabrück Declaration goals).
- Analysis of the strategic document from the perspective of its quality (internal coherence, alignment with national priorities, quality of operationalisation of objectives, outputs, and indicators).
- Develop the research instruments. Collect and analyse data.
- Preparing revised version of the IQR-VET document.

01/04/2023 – 15/01/2024

Lead Expert for the development of the Research and Development Strategy of Sarajevo Canton

UNDP
1. Preparation of a detailed work plan and methodological approach
2. Development of the situational analysis
3. Development of the key strategic objectives and strategic programmes
4. Development of the Action plan
5. Finalization of the draft Strategy and belonging Action plan upon conducted E-consultations

01/06/2023 – 01/10/2023

Mapping of actors: Identification of potential cooperation partners for media outlets in the WB

GIZ
Role: Lead expert
- Desk research and generating database of media relevant start-ups and IT companies in WB
- Primary data collection and data analysis by various GIZ projects in WB.
- Writing a study on „Mapping of actors in the innovation ecosystem and digital ecosystem - identification of potential cooperation partners for media outlets in the Western Balkans"
Link: https://www.wb6media.eu/uploads/documents/mapping-of-actors-identification-of-potential-cooperation-partners-for-media-outlets-in-the-western-balkans_1695910535.pdf

01/07/2023 – 01/10/2023

Development of e-learning course for media professionals

UNFPA
Role: e-learning expert
- Providing operational instructions on maintaining a networked learning platform to the IT officer in charge of the server on which the platform is hosted
- Transfer and configuration of e-learning content to the learning management system
- Integrating teaching methods and technology into an e-learning platform
- Providing input data related to the development and formulation of the content of teaching materials
- Creating a guide to using the platform

01/08/2022

Pedagogical-digital competencies of teachers for 21st century

UNICEF
Role: Project manager

1. Needs assessment on status of pedagogical-digital competencies completed
2. Professional development programme for strengthening pedagogical-digital competencies developed
3. Pedagogical-digital competencies of education staff and university students strengthened
4. Professional development programme on pedagogical-digital competencies evaluated
5. Professional development programme on pedagogical-digital competencies publicly promoted
6. Creation of University level platform for e-learning education

Link: digiedu.unsa.ba

06/2022 – CURRENT

Junior Expert for Digital Education and Learning, UNDP

Role: consultant
  • designing and administering a review of education system capabilities for teaching information technology in primary schools
  • designing and administering a mapping exercise for all BiH secondary schools offering diploma-level education in information technologies
Link: https://www.undp.org/sites/g/files/zskgke326/files/2023-09/publikacija_-_stanje_i_prijedlozi_unapredjenja_it_obrazovanja_u_osnovnim_skolama_u_bih.pdf

28/02/2022 – 06/2022

Regional project to reduce the impact of the COVID-19 pandemic on the lives of children and families in the Western Balkans and Turkey - Education Component for BiH, Sarajevo Canton

UNICEF/Ministry for education KS
  • analysis of the quality and efficiency of the digital environment for learning and use of digital tools in primary and secondary schools in the Sarajevo Canton in the past two school years;
  • prepare recommendations for the improvement of the digital environment for learning and the use of digital tools in primary and secondary schools in the Sarajevo Canton;
  • preparation of the Study on the quality and efficiency of the digital environment for learning and use of digital tools with recommendations for improvement in the Sarajevo Canton
Link: https://mo.ks.gov.ba/sites/mo.ks.gov.ba/files/studija_-_recenzirana_0.pdf

31/12/2021 – CURRENT

Care Economy in BIH

UN Women
Junior researcher
  • Research on the current situation (desk reserach)
  • Conducting qualitative and quantitative research
  • Analysis of collected data
  • Writing a study
Link: https://bosniaherzegovina.un.org/bhs/232819-polazna-studija-o-ekonomiji-brige-i-njege-u-bosni-i-hercegovini

01/12/2021 – 15/02/2022

Women Employment Study in the Bosnia and Herzegovina Economy

  • Conducted a thorough review of existing literature on women's employment in Bosnia and Herzegovina, including academic articles, government reports, and statistical data.
  • Conducted interviews and focus groups with key stakeholders, including government officials, employers, and women's rights organizations, to gain additional insights into the issues affecting women's employment in Bosnia and Herzegovina.
  • Prepared written reports and presentations summarizing research findings and policy recommendations for a range of audiences, including government agencies, non-profit organizations, and academic audiences.
Link: https://www.esap.online/download/docs/Women-Employment%20Study%20for%20Bosnia%20and%20Herzegovina.pdf/8a8d88578a3a70958d141fb4607526bb.pdf

14/11/2021 – 19/11/2021

Consultant for technical support and quality assurance of online training program content for university students

UNDP
  • Technical support for adapting e-learning content
  • Review of e-learning content and contribute to improvements.
  • Story board inspected and quality assured.

2019 – 2021

E-learning expert

UNFPA
E-learning expert

- Providing operational instructions on maintaining a networked learning platform to the IT officer in charge of the server on which the platform is hosted
- Transfer and configuration of e-learning content to the learning management system
- Integrating teaching methods and technology into an e-learning platform
- Providing input data related to the development and formulation of the content of teaching materials
- Creating a guide to using the platform

Implementation of the financial information system of the University of Sarajevo

Member of the Information System Supervision and Architecture Committee:
- Supervision and monitoring of contract implementation
- Coordination of the overall implementation process
- Revision of the proposed FIS architecture and system functionality
- Continuous analysis of the dynamics and degree of implementation of various components of FIS
- Determining the need for equipment procurement

2018 – 2021

Improving digital literacy and entrepreneurial skills of teachers and students

Ministry of Education, Science and Youth KS
Role: Researcher and coordinator

Responsibilities
- Team coordination
- Project preparation and reporting
- Event organization
- Training selection

Link:STUDIJA.PDF

2017 – 2021

WOMEN IN BUSINESS – Fostering the Young Women Entrepreneurship in the Danube Region

IPA Project Partner of the Interreg Danube Transnational Programme: Women in Business (DTP2-048-1.2)
Role: Researcher for project activities
Responsibilities:
- Communication and administration in accordance with overall project implementation
- Keeping project in line with technical procedures and guidelines

05/2018 – 10/2018

Methodological consultant for e-learning courses, High Judicial and Prosecutorial Council of BiH

Role: consultant and trainer
Responsibilities:
- Prepare and maintain methodological training for judges an prosecutors on a concept of distance learning;
- Collaboration with authors of the modules,
- Advising during preparation of materials;
- Reporting

30/09/2020 – 30/01/2021

Strengthening women's entrepreneurship through professional and advisory assistance

Ministry of Economy of the Sarajevo Canton
Role: Project leader
Responsibilities
- Team leadership
- Project preparation and reporting
- Organization of educations

PUBLICATIONS

31/12/2007 – CURRENT

Scientific papers

1. Kapo, A., Djordjevic Milutinovic, L., Rakovic, L, Maric, S. (2023). <u>Enhancing e-learning effectiveness: analyzing extrinsic and intrinsic factors influencing students' use, learning, and performance in higher education</u>. Education and Information Technologies, https://doi.org/10.1007/s10639-023-12224
2. Čevra, B., Kapo, A., Zaimović, T., Turulja, L. (2021). E-learning in organizations: factors affecting individual job performances, International Journal of Emerging Technologies in Learning.
3. Kapo, A., Turulja, L., Zaimović, T., Mehić, S. (2021). Examining the effect of user satisfaction and business intelligence system usage on individual job performance, Management – Journal of Contemporary Management Issues, (26). In press.
4. Kreso, I., Kapo, A., Turulja, L. (2021). Data Mining Privacy Preserving: Research Agenda. Wiley Interdisciplinary Reviews: Data Mining and Knowledge Discovery.
5. Kovačević, J., Mujkić, A., Kapo, A. (2020). Examining school leadership in a transitional context: A mixed-methods study of leadership practices and school cultures as mechanisms of educational change. Educational Management Administration & Leadership.
6. Kapo, A., Mujkić, A., Turulja, L., Kovačević, J. (2020). Continuous e-learning at the workplace: the passport for the future of knowledge. IT and People.
7. Lagumdžija, Z., Kapo, A., Turulja, L. (2020). FROM COMPETITIVENESS TO SUSTAINABILITY: IS THE INNOVATIVENESS
8. THE ANSWER?, Ekonomski forum, (11), 25-38 (EBSCO)
9. Kapo, A., Mujkić, A., Kačapor, K. (2016): Is the Continuance a New Buzz Word? Bibliometric and Co-citation Analysis of E-learning Continuance, *TEM JOURNAL - Technology, Education, Management, Informatics.* ISSN: 2217-2309.
10. Lagumdžija Z, Rizvić A (2011): Formalna edukacija i uloga tehnologije u obrazovanju, Zbornik Radova Ekonomskog Fakulteta u Sarajevu, ISSN 1986-5473, Vol.31, pp. 315-336.
11. Šehić E, Rizvić A. & Tihi B. (2010): Continuing Education and Workforce: The Case of Bosnia and Herzegovina, Technics Technologies Education Management, 2010, vol. 5, pp. 669-678, ISSN: 1840-1503.
12. Huremović, K. A. Rizvić (2009): Data mining tehnologija u kompanijama u BiH – Spremnost i razlozi za usvajanje (eng: Data mining technology in Bosnian companies – readiness and reasons to adopt), Sarajevo Business and Economics Review, vol 29 pp. 37-56, ISSN: 0581-7439

31/12/2007 – CURRENT

Conferences

1. Činjarević, M., **Kapo**, A., Turulja, L. Visoko obrazovanje za održivi razvoj 2030: perspektiva studenata. *Budućnost obrazovanja: Visoko obrazovanje za održivi razvoj.*
2. **Kapo, A**., Činjarević, M., Turulja, L. When Pandemic Stops Your Routine: qualitative study across industries. ICEI International Scientific conference. Ekonomski fakultet Univerziteta u Tuzli.
3. Turulja, L., **Kapo, A.**, Kačapor, K., Bajgorić, N. (2020). TEACHERS' DIGITAL COMPETENCE ENHANCING HIGH SCHOOL STUDENTS' SUCCESS: THE MEDIATING ROLE OF PEDAGOGICAL INNOVATION AND ENTREPRENEURSHIP IN TEACHING
4. **Kapo, A..** & Lehman, T. (2020). When entrepreneurship meets innovation: Two decades of research. G-Forum 2020. Karlsruhe Institute of Technology.
5. Kačapor, K., **Kapo, A.** & Hadžić, E. (2018). Acceptance of cloud computing in education. 9th International Conference of the School of Economics and Business.
6. Kovačević, J., **Kapo, A.**, Mujkić, A. (2018). Impact of Transformational Leadership and Social Skills on Managerial performance. 10th Days of BHAAS in B&H.
7. **Kapo, A.**, Turulja, L., & Mujkić, A. (2016). Extraversion-Introversion and Students Performance: Does Personal Innovativeness Matter?, 8th International Conference of the School of Economics and Business Sarajevo, 14 October 2016, Sarajevo, B&H. Conference Proceedings.
8. Kacapor K, **Rizvic A** (2015): New educational paradigm: students' attitudes toward online education, International Technoogy, Education and Development Conferfence (INTED), ISBN: 978-84-614-7423-3
9. Činjarevic, M., **Rizvić, A.**, Turulja, L. & Jahić , H.(2012). Should I Stay or Should I Go?! Students' Attitudes Toward Study Abroad Programs. 6th International Conference of the School of Economics and Business Sarajevo, "Beyond the Economics Crisis: Lessons Learned and Challenges Ahead". Proceedings, book of extended abstracts and USB, 12 - 13 October 2012, Sarajevo, B&H. ISBN 978-9958-25-077-4.
10. Kacapor K, **Rizvic A** (2011): Learning of English Language using Course Management System: the example of the School of Economics and Business, University of Sarajevo, International Technoogy, Education and Development Conferfence (INTED), ISBN: 978-84-614-7423-3
11. Osmankovic J, **Rizvic A,** Jahic (2011): A study of motives, expectations and academic preformance of students at School of Economics and Business, Interdisciplinary management research Osijek, Josip Juraj

Strossmayer University in Osijek, Faculty of Economics in Osijek, Croatia, ISSN: 1847-0408, ISBN: 978-953-253-096-4

12. Kačapor, K., Sabljaković, B.,.. **Rizvić, A.** (2008), Kako do repozitorija doktorskih i magistarskih radova na Univerzitetu u Sarajevu (eng: Setting up a repository of Masters and PhDs Thesis at the University of Sarajevo), Sarajevo, Sarajevo University Review

Book chapters

1. Arslanagic-Kalajdzic, M. & Kapo, A. (2021), What can we learn from the Covid-19 pandemic in terms of developing digital skills in higher education? A Bosnian and Herzegovinian perspective., Urednici: Tomaževič, N., Ravšelj, D., & Aristovnik, A., HigherEducation Policies for Developing Digital Skills to Respond to the Covid-19 Crisis: European and Global Perspectives., Izdavač: Belgium, European Liberal Forum, ISBN: 978-2-39067-005-6 9782390670056.

2. Turulja, L., Kapo, A., Činjarević, M. (2020). Engage me through BigBlueButton: Student Engagement When Attending Classes Online is the Only Option. In Fostering Meaningful Learning Experiences through Student Engagement. IGI Global. Hershey. USA. ISBN13: 9781799846581

3. Pijalović, V. & Kapo, A. (2017). Why is Energy Efficiency (IR) Relevant for Western Balkans Countries? In Green Economy in the Western Balkans: Towards a Sustainable Future. Emerald Publishing Limited

Books

1. Lagumdžija, Z., Zaimović, T., Turulja, L., Grabovica, D., **Kapo, A.** & Kačapor, K. (2020). Menadžment informacioni sistemi. Ekonomski fakultet u Sarajevu. U procesu.

2. Arslanagić-Kalajdžić, M., Čičić, M., Husić-Mehmedović, M., Kadić- **Kapo, A** Maglajlić, S.,., Markup, M., Martinović, I., Turulja, L. (2019). Sarajevo. Ekonomski fakultet Univerziteta u Sarajevu. ISBN 978-9958-25-141-2.

3. Bajgorić, N et. Al. Studija o digitalnoj pismenosti i preduzetničkim kompetencijama nastavnika i učenika u srednjim školama u Kantonu Sarajevo. Ekonomski fakultet Univerziteta u Sarajevu. ISBN 978-9958-25-155-9.

Reviewer

Journal of Educational Computing Research
SAGE Publishing

Information Technology and People
Emerald Group Publishing

Journal of Educational Computing Research
SAGE Publishing

Wiley Interdisciplinary Reviews: Data Mining and Knowledge Discovery
Wiley

South East European Journal of Economics and Business
Ekonomski fakultet Univerziteta u Sarajevu

International Journal of E-Services and Mobile Applications
IGI Global

Management – Journal of Contemporary Management Issues Sveučilište u Splitu, Ekonomski fakultet

CONFERENCES AND SEMINARS

Participation on conferences and seminars

1. Network9, Connecting the dots, Microsoft BiH,19 – 21 Mart, 2019,
2. Network8, Microsoft BiH, 25 -27 April, 2018
3. Modeliranje strukturalnim jednačinama, professor Adamantios Diamantopoulos, Ekonomski fakultet Univerziteta u Sarajevu, 6-9 juni, 2017
4. Training program TRAIN (Training & Research for Academic Newcomers) , Univerzitet Sarajevo, Januar 2017
5. 3rd Regional MoodleMoot, Oktobar 2013. Ekonomski fakultet Univerziteta u Sarajevu.
6. 2nd Regional MoodleMoot, Oktobar 2012. Novi Sad, Srbia
7. Applied economic research: selected methods and techniques, Maj 2012, Hrvatska
8. Training of QA officers and representatives of study programs for preparation of SER, 14-15 februar, Mostar
9. E-learning seminar, Warsaw School of Economics (SHG), 26-28 of Mart
10. 16th International Conference on Technology Supported Learning & Traning, Online Educa Berlin, 01- 03 Decembar 2010.
11. 15th International Conference on Technology Supported Learning & Training, Online Educa Berlin, 02- 04 Decembar 2009.

12. Robert Kaplan seminar on Business strategy and i Balanced Scorecard, ICPE, Sarajevo 2008
13. „Case study method" 14.-16. February 2012. Ekonomski fakultet Univerziteta u Sarajevu

PROFESSIONAL CERTIFICATES

Microsoft Office Specialist 2016 Master

- Design advanced documents
- Create advanced references
- Create custom Word elements
- Manage documents, workbook options and settings
- Create advanced formulas
- Create advanced charts and tables
- Create and manage presentations
- Manage multiple presentations

Microsoft Software Development Fundamentals

98-361:MTA: Software Development Fundamentals
- Core programming (15-20%)
- Object-oriented programming (20-25%)
- General software development (15-20%)
- Web applications (15-20%)
- Desktop applications (15-20%)
- Dases (15-20%)

Training and Research for Academic Newcomers

- Research methodology, scientific writing and presentation
- Didactics of higher education
- Project application preparation and project cycle management
- Communication and presentation skills
- Business connections and teamwork
- Curriculum planning in higher education
- Fundamentals of andragogical activity in higher education

Project management

23 hours of education in the field of project management as a prerequisite for taking the exam
CAPM - Certified Associate Project Management
- project management processes
- project management knowledge areas

Office Excel 2016 Expert

Microsoft Office Specialist Expert, Excel 2016
- Manage worksheets and workbooks
- Manage data cells and ranges
- Manage tables and table data
- Perform operations by using formulas and functions
- Manage charts