
CONTENTS

Foreword 7

Silvana Jovcheska, Vasil Popovski
Professional profile of a successful international manager..... 9

Toni Soklevski
Model of the operations manager for the 21st century 21

Ivan Trajkov, Eleonora Serafimovska, Marijana Markovik
Professional stress in social workers and psychologists employed in the field of social care
and health..... 35

Danijela Miloshoska
Customs ethical issues: the case of the Republic of Macedonia..... 49

Natasha Daniloska, Snezana Kostadinovska-Milosheska
Opportunities for development of women entrepreneurship in the Republic of Macedonia... 61

Marija Magdinceva – Sopova, Neda Petroska-Angelovska, Marija Ackovska
The stress management as a strategy for increasing of the competitive advantage of the
companies 75

Mende Solunchevski, Maria Dimovska-Kotevska
Modern approach in providing human resources in the army of Republic of Macedonia..... 87

Darko Ognanoski	
Efficiency and effectiveness of human resources in the process of customs and freight forwarding operations in the Republic of Macedonia	99

Gjorgji Manev	
Knowledge management for human and organizational development needs.....	109
