



Gjoko Stamenkov



Faculty : **Contemporary Sciences and Technologies**
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Education

- **Jun 2007 - Dec 2011: Doctor in Computer Sciences**
Faculty: Faculty of Contemporary Sciences and Technologies
South East European University, Tetovo, Republic of Macedonia
Thesis: "Model for Quality Assurance of E-Services"
- **May 2003 - Jul 2005: Master of Business Administration**
City College, Affiliated Institution of the University of Sheffield, UK , Thessaloniki, Greece
- **Oct 1983 - Oct 1988: Graduated Engineer**
Faculty: Faculty of Electro-technical Engineering
University "St. Cyril and Methodius", Skopje, Republic of Macedonia
Specialty: Information Technology

Publications

- Stamenkov, Gjoko and Dika, Zamir. **Quo vadis, (e-)service quality? Towards a sustainability paradigm.** In *Total Quality Management & Business Excellence*, pp. 1-16. Taylor & Francis, 6 / 2017. ISBN 1478-3363.
- Stamenkov, Gjoko and Dika, Zamir. **Bank employees' internal and external perspectives on e-service quality, satisfaction and loyalty.** In *Electronic Markets*, Vol. 26, Iss. 3, pp. 291-309. Springer, 4 / 2016. ISBN 1019-6781.
- Stamenkov, Gjoko and Dika, Zamir . **A Sustainable E-Service Quality Model.** In *Journal of Service Theory and Practice*, Vol. 25, Iss. 4, pp. 414-442. Emerald, 7 / 2015. ISBN 2055-6225.