



Analysis of Factors Influencing the Knowledge of International Transport Documentation Among Professional Drivers and Dispatchers

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Abstract: This paper analyzes the level of knowledge of international transport documentation among professional drivers and dispatchers in Serbia, with a focus on the CMR, CEMT, EUR.1, and TIR documents. The research was conducted on a sample of 177 respondents through an online survey, and the collected data were processed using descriptive statistics and one-way ANOVA analysis. The results show that professional drivers are significantly more familiar with documentation used in operational transport, while dispatchers possess better knowledge of administrative and customs-related documentation. Statistically significant differences were recorded based on job position, gender, age, level of education, and driver's license category. The findings indicate the need for targeted training and harmonization of knowledge among employees in international road transport to reduce the likelihood of administrative errors and improve the efficiency and compliance of transport processes.

Keywords: international road transport; transport documentation; CMR Convention; TIR Convention; customs procedures; cross-border transport

INTRODUCTION

Numerous international and non-governmental organizations in Europe play a key role in regulating and standardizing international transport. Among them are the International Chamber of Commerce (ICC), the International Air Transport Association (IATA), the International Union of Railways (UIC), the International Road Transport Union (IRU), the World Customs Organization (WCO), the World Trade Organization (WTO), and many others. These organizations not only define standards and procedures for the international transport of goods but also develop and distribute forms and documents used globally. Such documentation enables the proper, safe, and lawful transport of goods across national borders, facilitating the work of drivers, freight forwarders, and other participants in the transport chain [1].

Knowledge and proper use of international transport documents are essential for every professional driver and dispatcher. Drivers must always have complete documentation with them to avoid potential issues during the trip, especially during customs checks and inspections. In addition, it is necessary to be informed

beforehand about the laws, rules, and procedures of the countries through which the transport route passes, in order to ensure compliance with local and international regulations and avoid possible penalties [1].

Particular attention is required when transporting certain types of shipments, such as dangerous goods, whose transport is governed by strict legal regulations and specialized documentation. Unlike domestic road transport, international transport requires specific procedures and forms, which further highlights the need for detailed knowledge and practical preparedness of drivers and dispatchers [1], [22].

Given the complexity of international transport and the variety of required documentation, the aim of this research was to examine the level of knowledge professional drivers and dispatchers possess regarding key documents and procedures in international transport. The results of such research can highlight potential gaps in employee preparedness and serve as a foundation for developing targeted training programs.

International road transport represents the most logistically sensitive segment of the supply chain, and proper and accurate handling of documentation directly

affects transport duration, regulatory compliance, avoidance of fines, and prevention of administrative delays. A lack of knowledge among drivers and dispatchers can lead to increased operational costs, delivery delays, and safety risks, which underscores the importance of systematically examining their level of awareness.

The main objective of the research is to quantitatively determine the level of knowledge of international transport documentation among professional drivers and dispatchers, as well as to identify key factors (gender, age, education, work experience, driver's license category) that influence the degree of knowledge. A specific objective is to identify the areas in which the greatest deficiencies occur, in order to define recommendations for improving training and practices in international transport.

LITERATURE REVIEW

International road transport represents a complex logistical system in which documentation plays a key role in ensuring regulatory compliance and the smooth transport of goods across borders. Previous research emphasizes that effective management of documentation directly impacts transport efficiency, reducing delays, costs, and administrative risks [2,3]. Research papers in the field of international freight forwarding and transport law indicate that properly completed and applied documentation, such as CMR, TIR, or EUR.1, forms the basis for the lawful and safe execution of transport operations [4,5,6].

A significant portion of the literature focuses on the impact of the human factor on the accuracy and precision of administrative processes in transport. Studies indicate that levels of knowledge among employees vary depending on experience, education, professional role, and frequency of handling documentation [7,8]. It is particularly emphasized that professional drivers often possess better practical knowledge of the documents accompanying goods during transport, while dispatchers have more developed administrative knowledge. This highlights the need for integrated training models to reduce disparities in understanding procedures [9,10].

The literature also points to the rapid evolution of documentation toward digitalization, such as e-CMR and electronic customs procedures, which further increases the need for continuous employee training and development [11]. Numerous studies confirm that digital systems reduce administrative errors, accelerate the flow of information, and improve shipment tracking, but they require a high level of technical and procedural proficiency [12].

The literature review shows that knowledge gaps between drivers and dispatchers represent a global challenge and can be overcome through the implementation of standardized training programs that cover both the operational and administrative aspects of international

transport. These findings underscore the importance of research focused on assessing employee knowledge, as well as the need for systematic improvement of educational content in the road transport sector [13,14,15].

RESEARCH METHODOLOGY

For the purposes of this research, a survey was created to examine the level of knowledge of professional drivers and dispatchers regarding international transport documentation. The study was conducted in the Republic of Serbia and involved a total of 177 respondents. The survey was created using the Google Forms platform and sent to the official email addresses of companies engaged in international transport. Participants received all relevant information about the study in the email, including a link to the online survey, and participation was voluntary and randomly selected [16,17,18,19].

The survey consisted of nine closed-ended questions covering the respondents' demographic characteristics, including gender, age, occupation, and work experience, as well as possession of a driver's license. A specific section of the questionnaire focused on assessing the respondents' level of knowledge regarding key documents and procedures in international transport.

The collected data were processed in Microsoft Excel, where initial data handling, verification, and validation were performed [20,21]. Subsequently, statistical analysis was conducted using IBM SPSS Statistics version 22, which enabled precise determination of the level of knowledge and potential differences between professional drivers and dispatchers.

The validity of the instrument was verified through internal consistency (Cronbach's α), while descriptive statistics and one-way ANOVA were applied in the statistical analysis to compare groups, with post hoc testing (Tukey HSD) used to identify specific differences between categories. This approach allows for more reliable conclusions regarding the impact of individual factors on the level of knowledge.

RESULTS

The study included 102 respondents, of which 57.6% were professional drivers and 42.4% were dispatchers. All professional drivers (100%) were male, while 72% of dispatchers were female and only 28% male. Regarding age, the largest proportion of professional drivers (41.2%) were between 36 and 45 years old, while the majority of dispatchers (64%) were up to 25 years old. Among professional drivers, 88.2% had completed high school as their highest level of education, whereas the majority of dispatchers (76%) had completed either undergraduate academic or vocational studies. In terms of driving license categories, 82.4% of drivers held a license for heavy vehicles, while 96% of dispatchers held

a license for passenger vehicles. Regarding work experience, the largest proportion of drivers (38.2%) had been working as professional drivers for 21 to 30 years, 32.4% for less than 10 years, and 29.4% for 11 to 20 years. The majority of dispatchers (76%) had been in their position for up to 10 years.

Analysis of Professional Drivers' and Dispatchers' Knowledge of Transport Documentation

In response to the question "What is CMR?", the largest proportion of professional drivers, 85.29%, answered correctly, indicating that CMR is the international consignment note for road transport of goods between signatory countries, while only 60% of dispatchers answered this question correctly. Dispatchers responded in a significantly higher percentage that they did not know the correct answer to the question (Fig. 1).

In response to the question "What is CEMT?", the largest proportion of professional drivers, 79.4%, as well

as the largest proportion of dispatchers, 68%, answered correctly, stating that CEMT is a multilateral permit that authorizes a carrier from one member state to perform international road transport of goods between two (or more) member states, in compliance with specific technical and safety standards (Fig. 2).

In response to the question "What is EUR.1?", the largest proportion of dispatchers (72%) as well as the largest proportion of drivers (55.9%) answered correctly, stating that EUR.1 is a document indicating and certifying the preferential origin of goods (Fig. 3).

In response to the question "What is a TIR carnet?", the largest proportion of dispatchers (56%) and drivers (76.5%) answered that the carnet is used for the transport of goods, primarily by road, between two contracting parties of the TIR Convention or between two points within a participating country, as long as the goods pass through a third country during transport (Fig. 4).

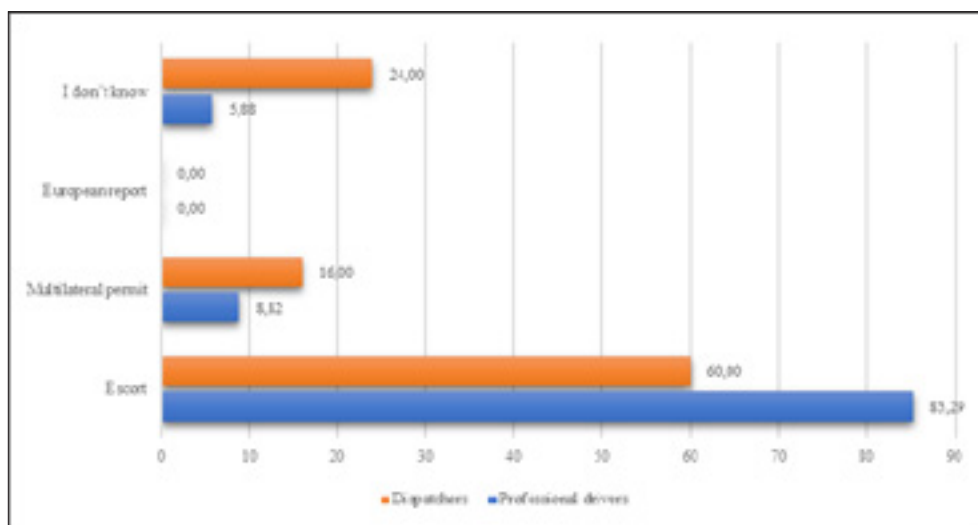


Figure 1. Response to the question "What is a CMR permit?"

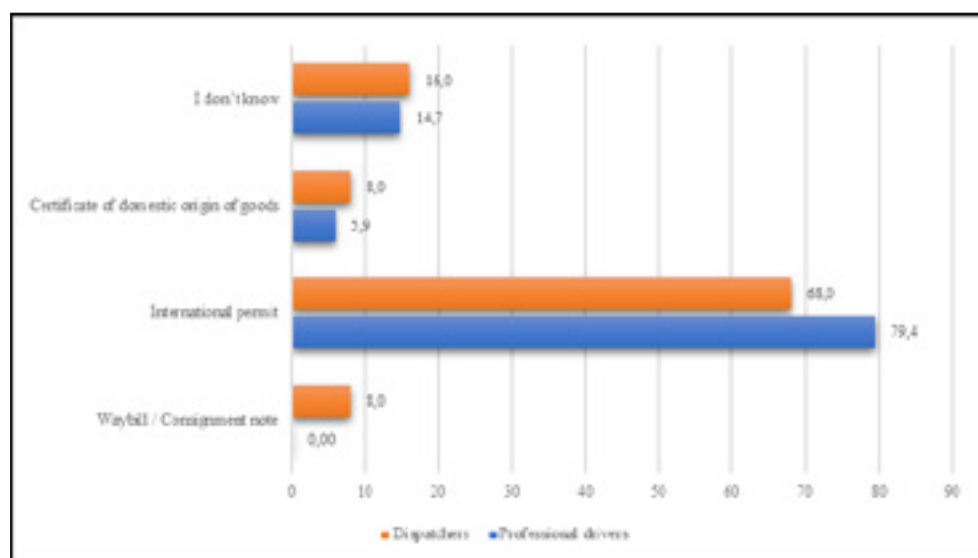


Figure 2. Response to the question "What is a CEMT permit?"

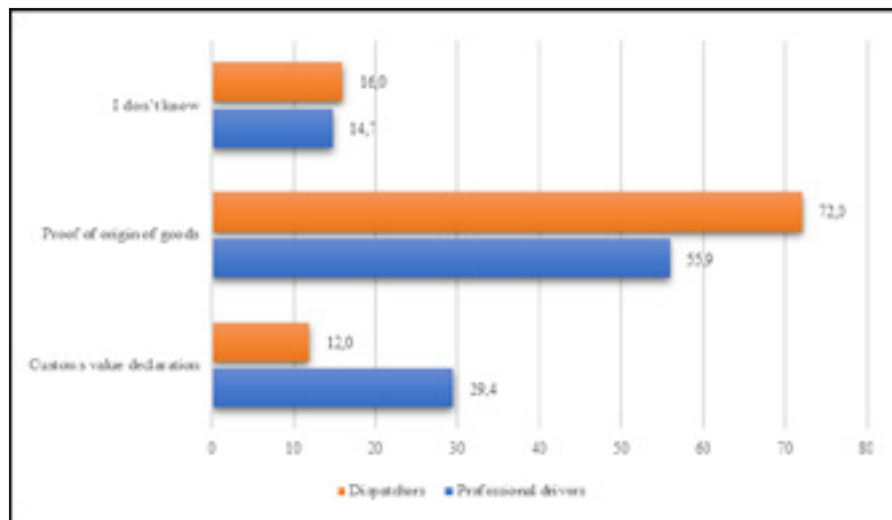


Figure 3. Response to the question „What is EUR.1?“

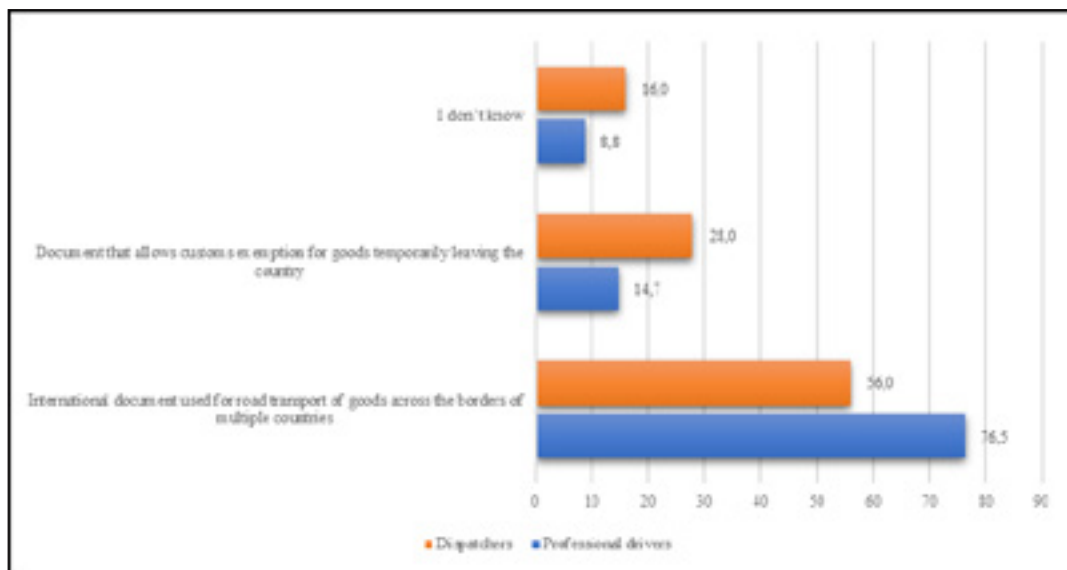


Figure 4. Response to the question „What is a TIR carnet?“

Impact of Respondents' Job Positions on Knowledge of Transport Documentation

A one-way analysis of variance (One-way ANOVA) was used to examine whether there is a statistically significant difference in the level of knowledge between the two groups of respondents—professional drivers and dispatchers. The results show that knowledge differs significantly between these groups with regard to the CMR, EUR.1, and TIR documents. Specifically, the One-way ANOVA results indicate a significant statistical difference between the two groups in knowledge of CMR ($F=16.670$; $p<0.005$), EUR.1 ($F=4.156$; $p=0.043$), and TIR ($F=7.023$; $p=0.009$) documents. These results may reflect the different nature of each profession's work and specific job tasks—drivers more frequently encounter certain documents in practice, while dispatchers have a broader administrative role that requires knowledge of other aspects of international transport. Overall, the analysis confirms that professional role significantly shapes the level of knowledge, highlighting the need for

precisely targeted training to enhance the knowledge of both groups and contribute to more efficient and compliant transport operations.

Impact of Respondents' Gender on Knowledge of Transport Documentation

A one-way analysis of variance (One-way ANOVA) was applied to determine whether there are statistically significant differences in the level of knowledge between two groups of respondents, based on gender. The results show that gender has a statistically significant impact on knowledge of the CMR document ($F=7.132$; $p=0.008$), indicating that the level of knowledge differs between the two groups. This finding may point to differences in work experience, frequency of document use, or the representation of genders in certain segments of the transport industry. Although the analysis does not reveal the cause of the differences, it highlights that gender can be a factor influencing acquired knowledge of the CMR document. Accordingly, the results suggest the need for edu-

cational programs and training to be evenly adapted for all groups to ensure uniform awareness and competence, regardless of respondents' gender.

Impact of Respondents' Age on Knowledge of Transport Documentation

A one-way ANOVA was used to determine whether respondents' knowledge differs depending on their age. The analysis showed that age significantly affects knowledge of the CMR ($F=6.640$; $p=0.000$), CEMT ($F=3.333$; $p=0.021$), and TIR ($F=29.002$; $p=0.000$) documents, indicating that older and younger age groups differ statistically in their knowledge of these documents. These results suggest that age can be an important factor in acquiring and developing knowledge in the field of international transport. Older respondents have longer work experience and richer practical knowledge, which contributes to a better understanding of complex transport documentation. In contrast, younger respondents are in the early stages of their professional development and therefore possess less experience and a narrower scope of knowledge.

Impact of Respondents' Education on Knowledge of Transport Documentation

A one-way analysis of variance (One-way ANOVA) was applied to determine whether there are statistically significant differences in the level of knowledge between respondent groups based on their education level. The results indicate that education significantly affects knowledge of CMR ($F=11.912$; $p=0.000$), CEMT ($F=3.716$; $p=0.013$), EUR.1 ($F=5.064$; $p=0.002$), and TIR ($F=9.836$; $p=0.000$) documents. These findings clearly show that a higher level of education contributes to a better understanding of key international transport documentation. In other words, education is an important factor influencing respondents' ability to correctly know and use relevant documents in international transport, which can have a direct impact on the efficiency and accuracy of performing professional tasks in this field.

Impact of Driver's License Category on Knowledge of Transport Documentation

The results of the one-way analysis of variance (One-way ANOVA) show that the category of driver's license held by respondents has a statistically significant impact on their level of knowledge of certain international transport documents. It was found that knowledge of the CMR document differs depending on the license category ($F=12.567$; $p=0.000$), indicating that drivers with higher or more specialized license categories have a more informed understanding of this documentation. Significant differences were also observed in knowledge of CEMT permits ($F=3.240$; $p=0.042$) and TIR documents ($F=12.642$; $p=0.000$). These results suggest that the level of qualification and experience associated with specific

driver's license categories can contribute to better knowledge of key documents in international transport.

DISCUSSION

In the conducted research, which included 177 respondents, clear differences were observed between professional drivers and dispatchers in terms of gender, age, education, and experience. Professional drivers, who make up 57.6% of the sample, are exclusively male and mostly belong to the 36–45 age group, indicating a more mature and experienced workforce. In contrast, dispatchers, accounting for 42.4% of respondents, are predominantly female (72%) and mostly under 25 years of age, suggesting that this profession is more attractive to younger individuals and often represents the early stages of a career. These differences are also reflected in the educational structure—while the majority of drivers (88.2%) have completed high school, the majority of dispatchers (76%) possess higher education, either undergraduate academic or vocational studies, indicating higher formal educational requirements for the dispatcher role.

Analysis of work experience further highlights the differences between these two groups. Professional drivers have significantly longer work experience, with the largest proportion (38.2%) having worked between 21 and 30 years, while the remainder have 11–20 years or less than 10 years of experience. In contrast, dispatchers are mostly at the beginning of their professional careers, with 76% having up to 10 years of experience. This profile suggests that the profession of a professional driver is stable and long-term, whereas the dispatcher role is more dynamic and open to entry by younger, more educated personnel. Overall, the results clearly indicate structured differences in career paths, job requirements, and demographic characteristics between these two workforce groups.

The research results reveal clear differences in the level of knowledge of key documents and procedures in international transport between professional drivers and dispatchers. In response to the question "What is CMR?", as many as 85.29% of professional drivers answered correctly, while only 60% of dispatchers demonstrated the same knowledge, with a significantly higher number of dispatchers indicating that they did not know the answer. This suggests that professional drivers, likely due to their direct experience in international transport, are more familiar with documentation related to the practical operational execution of transport. On the other hand, dispatchers, although administratively involved in organizing transport, show insufficient knowledge of certain fundamental documents, such as the CMR. A similar trend is observed for questions related to CEMT permits: 79.4% of drivers and 68% of dispatchers answered correctly, indicating relatively good knowledge in this area, but still with a slight advantage in favor of drivers.

For the remaining questions, the differences are less pronounced, or the advantage shifts to dispatchers. Regarding the EUR.1 document, which certifies the preferential origin of goods, 72% of dispatchers and 55.9% of drivers answered correctly, indicating that dispatchers have better knowledge in this area, likely due to their direct role in preparing export and import documentation. For the TIR carnet, drivers again demonstrated a higher level of knowledge (76.5%), while 56% of dispatchers answered correctly, which is expected, as the TIR procedure often involves the practical cross-border movement of goods that drivers handle on a daily basis. Overall, the pattern of results suggests that professional drivers are more familiar with documents related to the on-the-ground execution of international transport, whereas dispatchers show better knowledge of documents that are part of administrative and customs procedures, which logically aligns with the nature of their job responsibilities.

The research results indicate that various respondent characteristics, including job position, gender, age, education level, and driver's license category, have a significant impact on the level of knowledge of international transport documentation. A clear pattern was observed, showing that professional and sociodemographic differences shape the scope and quality of acquired knowledge. This is particularly important in the context of international road transport, where proper use of documentation directly affects the efficiency, safety, and legality of transport operations.

The greatest differences in the level of knowledge are observed between professional drivers and dispatchers. Respondents from these two groups differ significantly in their knowledge of CMR, EUR.1, and TIR documentation, which is expected given the specific nature of their job responsibilities. Drivers more frequently encounter documents related to the transport of goods in practice, while dispatchers take on a broader organizational and administrative role. This finding confirms that professional role critically shapes the type of knowledge acquired in everyday work.

Respondents' gender also proved to be a factor influencing the level of knowledge of the CMR document, which may reflect differences in gender representation in the transport sector, as well as differences in work experience and frequency of handling documentation. Although the analysis cannot determine the causes of these differences, the results suggest that educational programs and training should be designed to be equally accessible and adapted for all employees, regardless of gender.

Age represents another important parameter affecting knowledge of international documents. Older respondents, who possess greater professional experience, demonstrate a higher level of knowledge of CMR, CEMT, and TIR documentation compared to their younger col-

leagues. This finding indicates that a significant portion of knowledge in this sector is acquired through practice and long-term professional engagement, highlighting the importance of mentor-structured training and knowledge transfer to younger employees.

The impact of education further confirms that formally acquired knowledge plays an important role in understanding complex international procedures. Respondents with higher levels of education achieve better results in knowledge of CMR, CEMT, EUR.1, and TIR documentation, supporting the need to integrate content on international transport into formal educational programs and professional courses.

Finally, the category of driver's license was also identified as a factor influencing the level of knowledge. Respondents with higher or more specialized license categories demonstrate better awareness of key documents, which can be explained by the higher likelihood of these drivers being involved in international transport operations. This confirms that professional qualifications, together with experience, directly contribute to a better understanding and proper use of international documentation.

Overall, the findings clearly indicate that knowledge of international transport documentation is multi-layered and influenced by a combination of experiential, educational, and professional factors. The identified differences highlight the need for systematic, targeted training programs that would raise the level of knowledge across all employee groups, thereby improving efficiency, accuracy, and professionalism in performing tasks within the international transport sector.

The differences between drivers and dispatchers can be explained by the distinct types of operational work: drivers handle documentation related to the transport of goods on a daily basis, while dispatchers primarily work in administrative settings, where documents are prepared but not applied directly in the field. This division of labor affects the selectivity of knowledge and highlights the need for integrated training programs in which both profiles become familiar with both the practical and administrative aspects of documentation.

CONCLUSIONS

The study included 102 respondents, of whom 57.6% were professional drivers and 42.4% were dispatchers. All drivers were male, while 72% of dispatchers were female. Professional drivers were most commonly aged 36–45, whereas dispatchers were mostly under 25. The majority of drivers (88.2%) had completed high school, while 76% of dispatchers held undergraduate academic or vocational degrees. Regarding driver's licenses, 82.4% of drivers had a license for heavy vehicles, and 96% of dispatchers had a license for passenger vehicles. The largest proportion of drivers (38.2%) had been in their

position for 21–30 years, while the majority of dispatchers (76%) had up to 10 years of experience.

In response to the question “What is CMR?”, 85.3% of drivers and 60% of dispatchers answered correctly, while dispatchers more frequently indicated that they did not know. For “What is CEMT?”, 79.4% of drivers and 68% of dispatchers answered correctly, and for “What is EUR.1?”, 55.9% of drivers and 72% of dispatchers responded correctly. Regarding the TIR carnet, 76.5% of drivers and 56% of dispatchers answered correctly.

The professional role of respondents significantly affects the level of knowledge of international transport documents. The results show that professional drivers and dispatchers differ in their knowledge of CMR ($F=16.670$; $p<0.005$), EUR.1 ($F=4.156$; $p=0.043$), and TIR ($F=7.023$; $p=0.009$) documents. Drivers demonstrate better knowledge of documents used in everyday transport operations, while dispatchers have an advantage in administrative documentation, reflecting the different nature of the work and tasks of each group.

Respondents' gender shows a statistically significant impact on knowledge of the CMR document ($F=7.132$; $p=0.008$). This finding suggests that differences in experience, frequency of handling documentation, or gender representation in the transport sector may shape acquired knowledge. Although the analysis does not reveal the causes of these differences, it emphasizes the need for educational programs that are equally adapted for all genders.

Age significantly affects knowledge of the CMR ($F=6.640$; $p=0.000$), CEMT ($F=3.333$; $p=0.021$), and TIR ($F=29.002$; $p=0.000$) documents. Older and more experienced respondents demonstrate a higher level of knowledge, highlighting the importance of long-term practical experience in acquiring competencies in international transport. Younger respondents, who are at the beginning of their professional careers, have narrower knowledge and require additional training.

Education significantly affects knowledge of the CMR ($F=11.912$; $p=0.000$), CEMT ($F=3.716$; $p=0.013$), EUR.1 ($F=5.064$; $p=0.002$), and TIR ($F=9.836$; $p=0.000$) documents. A higher level of education enables better understanding of complex procedures and directly contributes to more efficient and accurate performance of professional tasks in international transport.

Finally, the category of the driver's license influences the level of knowledge of key documents. Significant differences were observed in knowledge of CMR ($F=12.567$; $p=0.000$), CEMT ($F=3.240$; $p=0.042$), and TIR ($F=12.642$; $p=0.000$) documents, with drivers holding higher or more specific license categories demonstrating better awareness and practical readiness in handling documentation.

The results indicate that companies in the international road transport sector should implement periodic training for drivers and dispatchers, particularly in areas

where the greatest gaps were identified—knowledge of CMR, TIR, and CEMT documents. It is recommended to develop short e-learning modules, as well as practical workshops in which both employee profiles work with real examples of documentation. This approach would reduce the risk of administrative errors and increase the efficiency of the transport process.

A limitation of this research is that the sample was collected within companies operating in Serbia, so the results may not be fully generalizable to other countries. Additionally, the data are based on self-assessment by the respondents, which may lead to subjective deviations.

Future research could include comparisons between different countries in the region, analysis of understanding of specific procedures (e.g., insurance, customs control, phytosanitary documentation), as well as examining the effects of targeted training before and after the courses.

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