



FTU CONFERENCE INSCOSES 2022



XVI International Scientific Conference on Service Sector – INSCOSES 2022 Faculty of Tourism and Hospitality, Ohrid, Macedonia September 16-17, 2022

TECHNICAL PROGRAMME SCHEDULE



“St. Kliment Ohridski” University – Bitola



**XVI INTERNATIONAL SCIENTIFIC CONFERENCE ON SERVICE
SECTOR - INSCOSES 2022**

16 – 17 September 2022, Ohrid

FACULTY OF TOURISM AND HOSPITALITY - OHRID

CONFERENCE TIMETABLE

16.09.2022 (Friday)	09:00 – 10:00 h Registration
	10:00 – 10:30 h Opening Ceremony
	10:30 – 11:00 h Coffee Break
	11:00 – 11:30 h Plenary session
	11:30 – 13:15 h Parallel Session 1
	13:15 – 14:00 h Lunch Break
	14:00 – 15:45 h Parallel Session 2
	15:45 – 16:00 h Coffee Break
	16:00 – 16:45 h Parallel Session 3
	17:00 – Closing Ceremony
	20:00 h – Social Event - Dinner (Hotel Millenium, Ohrid)

SCHEDULE

Friday, 16.09.2022

10:00 - 10:30

Opening ceremony

- Cvetko Andreeski, on behalf of the Organizing Committee
- Kiril Pecakov, Mayor of the Ohrid Municipality
- Pece Nikolovski, President of the University "St. Kliment Ohridski" - Bitola Senate
- Ljupčo Janevski, Director of the Agency for Promotion and Support of Tourism
- Krste Shajnovski, President of the Expert Council of the Insurance Supervision Agency

10:30-11:00

Coffee Break

11:00-11:30

PLENARY SESSION (AMPHITHEATER)

Karel Van Hulle, *Insurance protection in covid times: myth or reality?* (University of Leuven, Faculty of Economy)

11:00-11:30

PLENARY SESSION (HALL 1)

Rob Davidson, *Bleisure*, (Managing Director of MICE Knowledge, University of Greenwich Visiting Fellow)

SESSION 1 (HALL 1): TOURISM, HOSPITALITY, GASTRONOMY, AND NUTRITION

11:30 - 13:15

Co-chairs: Gabriela Rakičević, Kliment Naumov

11:30 – 11:40	MEASURING THE QUALITY OF SERVICES IN TOURIST FACILITIES IN THE ZLATIBOR DISTRICT USING THE SERVQUAL MODEL, Sladjana Vujčić, Zorana Nikitović, Milan Gavrilović
11:40 – 11:50	AN OVERVIEW OF TOURISM INDUSTRY BAIL OUT MEASURES IN SLOVENIA DURING THE COVID-19 EPIDEMIC, Darko Pirtovšek, Urška Nadja Senica
11:50 – 12:00	ÉCLAIRS AS TOP PASTRY DELICACIES AND THEIR COMPREHENSION BY THE MACEDONIAN GASTRONOMIC AUDIENCE, Kliment Naumov, Gabriela Rakičević, Kliment Arnaudov

12:00 – 12:10	TOURISM, SPACE AND STRATEGY, Dejan Đordjevic, Vladislav, Marjanovic, Aleksandar Manasijevic
12:10 – 12:20	OFFERING GLUTEN-FREE MEALS ON RESTAURANT MENUS, Kliment Arnaudov, Kliment Naumov
12:20 – 12:30	QUALITY OF GASTRO TOURIST OFFER DURING COVID-19 - PREDICTIONS FROM RURAL HOUSEHOLDS OF VOJVODINA Drago Cvijanović, Tamara Gajić, Dragan Vukolić
12:30 – 12:40	CONTENT FOR FOREIGN LANGUAGE TEACHING FOR GEN Z STUDENTS OF TOURISM, Elena Cickovska
12:40 – 12:50	ENCOURAGING SUSTAINABLE TOURISM DEVELOPMENT IN MEDITERRANEAN THROUGH CONSUMELESS PLUS PROJECT: THE CASE STUDY OF ISTRIA COUNTY, Kristina Brščić, Katarina Lovrečić, Tina Šugar Korda
12:50 – 13:15	Questions and Answers

SESSION 1 (HALL 2): CUSTOMS AND LOGISTICS, FINANCE, RISK MANAGEMENT AND INSURANCE

11:30 - 13:15

Co-chairs: Vera Karadzova, Aleksandar Trajkov

11:30 – 11:40	THREATS OF TRADE IN COUNTERFEIT PHARMACEUTICAL PRODUCTS, Irena Kikerkova, Katerina Toshevska Trpchevska, Igor Kikerkov
11:40 – 11:50	AUTONOMOUS DELIVERY ROBOTS AND THEIR CONTRIBUTION DURING THE PANDEMIC, Anton Vorina, Tina Ojsteršek, Danilo Pušnik
11:50 – 12:00	THE IMPACT OF COVID-19 ON CONSUMERS BEHAVIOR AND E-COMMERCE GROWTH IN SERBIA, Toma Dašić, Ljubica Janjić
12:00 – 12:10	RISK IN SUPPLY CHAIN MANAGEMENT - Aneta Risteska Jankuloska, Miroslav Gveroski, Fanka Risteska
12:10 – 12:20	INTEGRITY IN CUSTOMS ADMINISTRATIONS-THE CASE OF REPUBLIC OF MACEDONIA, Danijela Miloshoska, Larisa Vasileska
12:20 – 12:30	INFLUENCE OF EDUCATORS' PERCEPTION OF GEN Z STUDENTS IN HIGHER EDUCATION, Elena Cickovska
12:30 – 12:40	THE ROLE OF CUSTOMS IN COMBATING ENVIRONMENTAL CRIME, Marina Malish Sazdovska, Svetlana Nikoloska, Mihajlo Sviderski
12:40 – 12:50	ILLICIT TRAFFICKING OF CULTURAL HERITAGE ITEMS AS AN INTERNATIONAL CRIME: CHARACTERISTICS AND RESPONSES, Larisa Vasileska, Danijela Miloshoska
12:50 – 13:15	Questions and Answers

SESSION 2 (HALL 1): TOURISM, HOSPITALITY, GASTRONOMY, AND NUTRITION

14:00 – 15:45

Co-chairs: Michael Risteski, Goran Perić

14:00 – 14:10	THE IMPACT OF MEDIA CONVERGENCE ON THE RECRUITMENT PROCESS WITHIN TOURISM CATERING COMPANIES, Branislav Sančanin, Jasmina Poštini, Aleksandra Jagodić Rusić
14:10 – 14:20	THE IMPACT OF COVID-19 PANDEMIC ON TOURISM DEVELOPMENT IN WESTERN BALKAN COUNTRIES, Snežana Radukić, Marija Petrović-Randelović, Jelena Petrović
14:20 – 14:30	INCREASING TOURISM OPPORTUNITIES FOR CROSSBORDER DESTINATIONS – CASE OF PELAGONIJA REGION, Ivanka Nestoroska
14:30 – 14:40	QUALITY OF SERVICES AND GUESTS SATISFACTION IN THE RESTAURANT, Julijana Szordova, Ljupco Janevski, Momčilo Conić
14:40 – 14:50	THE IMPACT OF ORGANIZATIONAL COMMITMENT ON TURNOVER INTENTION OF A EMPLOYEES IN SERBIA, Nenad Mihajlov, Snežana Mihajlov
14:50 – 15:00	SOCIAL MEDIA AND SPA TOURISM BEFORE AND DURING COVID-19, Sandra Dramićanin, Goran Perić, Momčilo Conić
15:00 – 15:10	COMPARING SEASONAL PATTERNS ACROSS MAIN INBOUND TOURISM COUNTRIES IN NORTH MACEDONIA, Cvetko Andreeski, Biljana Petrevska
15:10 – 15:20	BASIC PRINCIPLES OF HEAT TREATMENT OF FOOD IN A MODERN WAY, Ivica Zdravković, Ancica Dimitrijević, Slobodan Glišić
15:20 – 15:45	Questions and Answers

SESSION 2 (HALL 2): CUSTOMS AND LOGISTICS, FINANCE, RISK MANAGEMENT AND INSURANCE

14:00 - 15:45

Co-chairs: Mirjana Radović-Marković, Jovica Stanković

14:00 – 14:10	BIG DATA ANALYTICS FOR INSURANCE, Jovica Stanković, Jelena Z. Stanković
14:10 – 14:20	IBANK -THE FUTURE OF THE ONLINE BANKING, Stevcho Dimeski, Marina Blazhekovičj Toshevski
14:20 – 14:30	THE IMPACT OF THE MACROECONOMIC FACTORS OVER THE PROFITABILITY OF THE BANKING SECTOR IN REPUBLIC OF NORTH MACEDONIA, Berkan Imeri, Evica Delova-Jolevska
14:30 – 14:40	BANKS' BUSINESS MODEL AND THEIR PROFITABILITY. THE CASE OF THE REPUBLIC OF NORTH MACEDONIA, Ljube Jolevski, Snežana Dicevska
14:40 – 14:50	THE MAJOR MACROECONOMIC TRENDS IN THE WESTERN BALKANS, Mirjana Radović-Marković

14:50 – 15:00	THE IMPORTANCE OF THE APPLICATION OF ECONOMIC PRINCIPLES IN INSURANCE, Vladimir Njegomir
15:00 – 15:10	BASIC ECONOMIC INDICATORS AND ECONOMIC WELL-BEING, Vera Karadjova, Aleksandar Trajkov
15:10 – 15:20	NON-PERFORMING LOANS AND BANKS' PROFITABILITY: EVIDENCE FROM NORTH MACEDONIA, Tatjana Spaseska, Dragica Odzaklieska, Aneta Risteska-Jankuloska
15:20 – 15:30	Covid-19 : Government Response and the Supply Chain Impact in Middle Eastern countries, Rene Dentiste Mueller, Marvin Gonzalez
15:30 – 15:45	Questions and Answers

SESSION 3 (HALL 1): TOURISM, HOSPITALITY, GASTRONOMY, AND NUTRITION

16:00 – 17:00

Co-chairs: Michael Risteski, Goran Perić

16:00 – 16:10	EXPLORING THE POSSIBILITIES FOR RURAL TOURISM DEVELOPMENT IN THE SOUTH-WEST PLANNING REGION OF THE REPUBLIC OF N. MACEDONIA, Michael Risteski, Sasho Korunovski, Maja Georgioska
16:10 – 16:20	THE ROLE OF NUTRITION IN ACHIEVING HORMONAL BALANCE IN WOMEN, Angela Pasquale, Natalija Uršulin – Trstenjak, Ivana Matošević
16:20 – 16:30	THE INFLUENCE OF BRAND ELEMENTS ON LOYALTY IN HEALTH TOURISM DESTINATIONS: CASE STUDY OF PROLOM BANJA, Goran Perić, Vedran Milojica, Milena Podovac
16:30 – 16:40	KNOWLEDGE NETWORKS: EFFECTS ON TOURISM DESTINATION COMPETITIVENESS, Branko Nikolovski
16:40 – 16:50	MODERN COUSINE: PROGRESS OR CULINARY OPTICAL ILLUSION? Christophe Dovergne
16:50 – 17:00	Questions and Answers

17:00

HALL 1

Closing ceremony