



## FTU CONFERENCE INSCOSES 2018

**XIV International Scientific Conference  
on Service Sector – INSCOSES 2018  
Faculty of Tourism and  
Hospitality, Ohrid, Macedonia  
September 14-15, 2018**

# TECHNICAL PROGRAMME SCHEDULE



“St. Kliment Ohridski” University – Bitola



University of Kragujevac

**Faculty of Hotel Management and Tourism**

Vrnjačka Banja



# XIV INTERNATIONAL SCIENTIFIC CONFERENCE ON SERVICE SECTOR - INSCOSES 2018

14 – 15 September 2018, Ohrid

FACULTY OF TOURISM AND HOSPITALITY - OHRID

## CONFERENCE TIMETABLE

<b>14.09.2018 (Friday)</b>	09:00 – 10:00 h Registration 10:00 – 10:30 h Opening Ceremony 10:30 – 12:00 h Plenary session 12:00 – 12:30 h Coffee Break 12:30 – 14:30 h Parallel Session 1 14:30 – 16:00 h Lunch Break 16:00 – 18:00 h Parallel Session 2 20:00 h – Social Event - Dinner (Hotel Sileks, Ohrid)
<b>15.09.2018 (Saturday)</b>	09:30 – 11:30 h Parallel Session 3 11:30 – 12:00 h Coffee break 12:00 – 13:30 h Round Tables 13:30 – 14:00 h Closing Ceremony

## SCHEDULE

FRIDAY, 14.IX.2018

### PLENARY SESSION (AMPHITHEATER)

10:30 - 12:00

Co-chairs: **Cvetko Andreeski, Sasho Korunovski**

10:30 – 11:15	Jurdana, Prof. Dora Smolčić: <i>Strategic planing of tourism development – importance, determinants and chalenges</i> (University of Rijeka, Faculty of Tourism and Hospitality Management, Croatia)
11:15 – 12:00	Stojanović, Prof. Đurđica: <i>Supply chains diversity and perspectives in touristic cities</i> (University of Novi Sad, Faculty of Technical Sciences)

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

12:30 - 14:30

Co-chairs: **Predrag Stamenković, Ivanka Nestoroska**

12:30 – 12:45	Petrevska, B.: Tourist Images And Perceptions: Comparative Study Of Two Jerusalem
12:45 – 13:00	Andreeski, C., Blazekovic Toshevski, M.: Challenges On Modeling Time Series Of Basic Tourist Parameters In The Republic Of Macedonia
13:00 – 13:15	Marinoski, N., Nestoroska, I., Andreeski, C.: Tourist Valorization Of The Vardar Planning Region In The Function Of Creation Of Register For Rural Tourism Development
13:15 – 13:30	Angeleski, M., Zdraveski, D., Andonovski, M.: Identifying The Importance And Use Of Web 2.0 Tools And Networks In Tourism Sector: Case Study Of The Republic Of Macedonia
13:30 – 13:45	Arnaudov, K., Martinoska, S.: Eco Hotels As A Prerogative For The Future Tourism Offer Of Ohrid
13:45 – 14:00	Djeri, L., Stamenković, P., Ilić, D.: Impact Of The Schengen Agreement On Tourism In Switzerland
14:00 – 14:15	Gogoski, R., Miloshevic, B., Naumov, K.: The Tourism And Hospitality Companies And The Credit Activity Of The Banks In The Republic Of Macedonia
14:15 – 14:30	Hasanaj, P., Nestoroska, I.: Application Of The Fas Method In The Function Of Identification Of The Kosovo Tourist Potential (Rugova Mountains And Shar Mountains)
14:30 – 14:45	Janevski, L., Naumov, K.: Perspectives For The Development Of Ecotourism In National Park Pelister
14:45 – 15:00	Janjić, L., Mihailović, I., Stamenković, P.: Marketing Metrics Of Digital Channels In Higher Education

**SESSION 1 (HALL 2): CUSTOMS AND LOGISTICS, FINANCE AND INSURANCE****12:30 - 14:30**Co-chairs: **Piotr Manikowski, Klime Poposki**

12:30 – 12:45	Lisowski, J.: Trade Credit Insurance As A Risk Management Tool - The SME Perspective
12:45 – 13:00	Manikowski, P.: Polish Insurance Market And Its Challenges
13:00 – 13:15	Šimundić, T., Đ., Poposki, K.: Development Of Consumer Rights For Pre-Contractual Information In Insurance
13:15 – 13:30	Milosevic, B., Filiposki, O.: Conditions And Perspectives Of Life Insurance In Republic Of Macedonia
13:30 – 13:45	Njegomir, V.: Implications Of Insurance On Entrepreneurship Development
13:45 – 14:00	Gavkalova, N., Amosov, O.: Peculiarities Of State Tax Debt Management In Ukraine
14:00 – 14:15	Karadjova, V., Dičevska, S.: Financing Through The Use Of Fixed Income Securities
14:15 – 14:30	Angelevska-Najdeska, K.: Assessing The Insurance Market And Predicting The Sale Of Insurance Services

**SESSION 2 (HALL 1): TOURISM, HOSPITALITY, GASTRONOMY, AND NUTRITION****16:00 - 18:00**Co-chairs: **Naume Marinoski and Daniela Koteska Lozanoska**

16:00 – 16:15	Jovanović, I.: Developing Intercultural And Multilingual Competence With Tourism Students And Employees In The South Of Serbia
16:15 – 16:30	Kadriu, A.: The Role Of Swot Analysis In The Development Of Tourism In The Municipality Of Tetovo
16:30 – 16:45	Dimitrov N., Analysis of Tourist Trends of The Balkan Countries in The Republic of Macedonia
16:45 – 17:00	Koteska Lozanoska, D., Rechkoska, G.: Standardization In Catering Facilities Working With Food
17:00 – 17:15	Kuqi, B., Martinoska, S.: Tourism Development Perspective In Kosovo In The Market Framework Of European Tourist Market
17:15 – 17:30	Marković, S., Mitrović, S., Barač Miftarević, S.: Who Are The Wine And Food Festival Visitors? Case Study Of Croatia
17:30 – 17:45	Marković, S., Mitrović, S., Racz, A.: Measuring Visitors' Perceptions Of Experience Quality In Croatian Wine Cellars
17:45 – 18:00	Milićević, S., Petrović, J.: Analysis of Economic Impact of Tourism In Serbia
18:00 – 18:15	Milovanovic, S., Stankovic, J.: Electronic Tourism Business Models

18:15 – 18:30	Naumov, K., Janevski, L.: Tourism Trends With Particular Reference To Tourism Subsidies As A Long Term Unsustainable Tourism Development Tool
18:30 – 18:45	Petrovska, I.: Foreign Language Needs In The Hotel Industry In Ohrid Tourist Region
18:45 – 19:00	Sokolova, L., Šumonja, S., Simić, D., Đokić, N.: Diet And Participation Of Food Of Animal Origin In Students' Nutrition

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

**16:00 - 18:00**

Co-chairs: **Igor Sergeev and Vera Karadjova**

16:00 – 16:15	Jakimovska, J.: Role Of The Training In Customs Administration Professional Developments-Specifics Of The Republic Of Macedonia
16:15 – 16:30	Kikerkova, I., Toshevska Trpchevska, K., Makrevska Disoska, E.: Cefta-2006 Towards Creation Of A Regional Economic Area
16:30 – 16:45	Krstevska Savovska, K.: Customs Criminal Acts Encompassed In The Macedonian Criminal Code
16:45 – 17:00	Kudriavtceva, S., Sergeev, I.: The Development Of Intellectual Property Rights And Their Protection By The Russian Customs Authorities
17:00 – 17:15	Malish Sazdovska, M., Davitkova Zivkovic, L.: Customs And The Illicit Trade In Endangered Species
17:15 – 17:30	Delova Jolevska, E., Andovski, I.: Exposure Of Credit Cards Of The Banking System Of Macedonia - Analysis Through The Prism Of Risk Of Indebtedness And Persistent Debt
17:30 – 17:45	Dičevska, S., Karadjova, V., Jolevski, L.: The Impact Of Non-Performing Loans On Households On The Financial Performance Of Banks In Macedonia
17:45 – 18:00	Tomeski, B., Poposki, K.: Rights And Obligations Arising In Compensation Of Claims Caused By Use Of Motor Vehicles

**SATURDAY, 15.IX.2018****SESSION 3 (HALL 1): TOURISM, HOSPITALITY, GASTRONOMY, AND NUTRITION****09:30 - 12:30**Co-chairs: **Anton Vorina and Branko Nikolovski**

09:30 – 09:45	Nikolova, M., Nikolova, V., Dimitrova, D.: To The Issue Of Protection And Promotion Of Orthodox Churches In The Border Zones Of Bulgaria (Tourist Routes And Advising)
09:45 – 10:00	Pashova, R.: “Belasitsa” Nature Park – An Example Of Sustainable Tourism Development
10:00 – 10:15	Pavlović, N.: Current Trends In Tourism
10:15 – 10:30	Petrovska, I., Nestoroska, I.: Teaching Intercultural Communication In The Global Language Classroom
10:30 – 10:45	Racz, A., Badurina, A.: Is There Room For Eco Golf Resorts In The Concept Of Sustainable Development Of Tourism In Croatia?
10:45 – 11:00	Rechkoski, R.: Legal Regulation Of Public-Private Partnership For Tourism In The Republic Of Macedonia
11:00 – 11:15	Risteski, M., Kocevski, J.: Applying The Fas-Methodology For Identifying And Analysing Natural Factors In The South-West Planning Region For Rural Tourism Development
11:15 – 11:30	Vaupot, Z.: What Management Consulting For The Tourism Industry?
11:30 – 11:45	Vorina, A., Tomše, D., Simonić, M.: Using Mobile App For Traveling: An Example In Macedonia
11:45 – 12:00	Zendeli, M., Pushkule, A.: The Process Of Innovation Of The Menues Of The Restaurants In Struga
12:00 – 12:15	Kocevski, J., Risteski, M.: The Complex Role Of Food In Tourism
12:15 – 12:30	Simonceska L., Cvetanoski T., Impact of The Business Climate on Tourist Industry Entities in The Region of Ohrid
12:30 – 12:45	Nikolovski, B.: Destination Level Innovative Entrepreneurship: Developing Competitiveness

**SESSION 3 (HALL 2): CUSTOMS AND LOGISTICS, FINANCE AND INSURANCE****09:30 - 11:30**Co-chairs: **Ratko Stankovic and Risto Rechkoski**

09:30 – 09:45	Biljan J., Trajkov, A.: Effective Tariff Protection of the pork meat processing industry in the Republic of Macedonia
09:45 – 10:00	Miloshoska, D., Rechkoski, R.: Countering Corruption In Customs-The Case Of Republic Of Macedonia
10:00 – 10:15	Sergeev, I., Anastasia, S.: Information Support For The Foreign Economic Activities Management System Based On Electronic Administration Technologies
10:15 – 10:30	Stanković, R., Šafra, M., Božić, D.: Impact Of European Integration Processes To The Freight Forwarding Industry
10:30 – 10:45	Stojanović, Đ., Veličković, M., Ivetić, J.: Incoterms Clauses In Trade Between Serbia And Neighbouring Countries
10:45 – 11:00	Shishkina O., Gayko, E.: On State Services Harmonization On The Customs Protection Of The Rights For The Intellectual Property Objects In The Eurasian Economic Union
11:00 – 11:15	Jovanovska Boshkovska, N., Poposki, K.: Territorial Marketing Strategy – Way Ahead For Economic Development

**ROUND TABLE: 12:30 – 13:30**