



# 9th International Scientific Conference on IT, Tourism, Economics, Management & Agriculture ITEMA 2025

November 6, 2025  
Milan, Italy  
(in person, online, and virtually)



## Certificate of Presentation

This certificate is awarded to

**Milena Nikolić**

In recognition of attending the 9th International Scientific Conference ITEMA 2025 and oral presentation of a paper titled:

From Integrity to Income: Quantifying the Economic Impact of Reliable Online Reviews in the Hospitality Industry

Organizational Board



Faculty of Economics and Business



Association of Economists  
and Managers of the Balkans  
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