

## STATEMENT

by **Polya Stoyanova Katsamunska, PhD.**

**professor at University of National and World Economy, Sofia**

**in reference with** a Dissertation thesis for awarding a scientific and educational degree „PhD“ in a field of higher education 3.3 Political Sciences, PhD Program in "Public Administration", Sofia University „St. Kliment Ohridski”

**Statement** prepared by a member of a scientific jury as required by RD № 38-231/14.05.2021 of the Rector of Sofia University “St. Kliment Ohridski”

**Doctoral student:** Emmanouil Bempekidis, enrolled in a full-time form of the PhD programme of the Department of Public Administration at Sofia University "St. Kliment Ohridski".

**Topic of the dissertation thesis:** Public Health, National Health System in Greece during the Economic Crisis and Satisfaction of Citizens from the Services Provided

### **I. General Data about the Doctoral Student and the Research Study**

Emmanouil Bempekidis started the PhD programme at the Department of Public Administration at Sofia University "St. Kliment Ohridski" as a full-time doctoral student in 2018. Before accomplishing a Master in Business Administration (MBA) in the University of Nicosia he got a Business Administration degree (BA) at London South Bank University. He also has got significant experience working in multinational companies, acquiring important skills for variety of business activities and improving his language skills. Being a native speaker in Greek, he is fluent in English (Proficiency Level) and in Spanish and Italian (Advanced Level).

The topic of the PhD research is “Public health and the National Health System in Greece during the Economic Crisis and Satisfaction of Citizens from the Services Provided” and consists of 210 standard pages along with tables and figures that illustrate and support the research analysis. Its structure is as follows: an introduction, an exposition in three chapters, and conclusion. The literature used is in total of 236 sources.

The materials, submitted by the doctoral student for participation in the procedure are in accordance with the requirements of the Rules on the conditions and order for obtaining scientific degrees and holding academic ranks at Sofia University „St. Kliment Ohridski“.

## **II. Theoretical Framework and General Characteristics of the Study**

It is underlined in the introduction of the research that studies concerning the effects of the economic crisis on the health system and in particular on the health of Greek citizens have increased significantly. In this context the subject of the study is limited to the management of the health system in Greece as an element of the policies implemented by the government, regarding the satisfaction of Greek citizens with the services provided (p.6). The central category of analysis is the issue of patient satisfaction and the research hypothesis is that effective governance and organizational justice increase patient satisfaction and are a key indicator of the quality of the health care system as a complex measure of both medical outcomes, but also of the human dimension of care, general illness and continuous improvement of the environment.

The research main goal is to measure patient satisfaction from Greek hospitals and its specific objectives are the study of the problems that hospitals face today and the way patients are being treated, both in terms of waiting and in terms of material and human (p.7). This leads to the limitations of the study and they deal with specific issues such as problems that hospitals are facing today and the way they provide their services to patients.

The study consists of a theoretical and an empirical part of research. The theoretical part is based on critical review of books, articles and studies on the subject of health systems management. A quantitative research is conducted in order to draw objective conclusions. The content of the study is structured into three chapters. The first chapter is focused on understanding health system models and it analyses the differences among the models of the liberal, the public and the mixed health system. A special attention is paid to the three subsystems of the health system - the health status of the population and its evolution, the production of health services and the production of expenditure coverage – and the way they interact with each other and depend on each other. The second chapter examines in details the relationship between quality in health services and patient satisfaction. The analysis in the third chapter is based on the results of a study the aim of which is to measure the total satisfaction rate of patients from the Health Centers' services. Conclusions drawn from the analysis are referred to recommendations for solving problems in the public hospitals. The chapter presents the evaluation of patient satisfaction by Health Centers, which serves the purpose to record the views and to subsequently measure the satisfaction of the users of primary health care services provided at a Health Center. The methodology of the research used is a structured questionnaire to collect and gather information about patients' impressions of their visit to the Health Center regarding the administrative and the rest of the personnel, the building and the accommodation infrastructure, the waiting time, the laboratories, the geographical location of the center, the medical specialties etc. The research results show that after so many years there has been no significant improvement in the Greek health system. The study concludes with recommendations for solving problems in the public hospitals.

I have not observed evidence of plagiarism in the candidate's work.

### **III. Scientific Contributions and Practical Importance of the Study**

The study has indisputable scientific contributions and it can be useful for the state, public health officials and health professionals in order to take action to increase patient satisfaction in Greece by the national health system. The summery and assessment of the most significant scientific contributions of the research can be done in the following way:

It has been made an in-depth study of relevant literature sources and a clear identification of central categories in relation to health policy and health system. The theoretical background of the study analyses the health sector in Greece from the point of view of organizational justice, leadership, quality and patient satisfaction. The process and the means of providing health care to the citizens are determined by the wider economic, political and cultural environment and by the social inequalities that are reproduced in it.

An important aspect of the study is the analysis of the relationship between quality of health services and patient satisfaction. It should be underlined that the question of satisfaction is considered through the categories of justice. The study proves that the category of satisfaction is an essential indicator for the quality level in the healthcare and hospital care system and provides some particular proposals to improve the organization in this area such as the concept of “Quality Office” to be launched in all Greek hospitals.

The empirical investigation links the issue of the quality of healthcare and hospital services with the issues of fairness and satisfaction of all participants in the whole process of healthcare. Maximizing patient satisfaction is proven to be one of the most important factors in certifying the quality of health services provided.

#### **IV. Assessment of the Dissertation Abstract and the Author's Publications**

The dissertation abstract meets completely the requirements for submission of PhD research as it reflects truly and correctly its content and the main scientific contributions in it.

The doctoral candidate has submitted 3 publications on the topic of investigation and the publishing activity illustrates and proves his profound scientific work on the research topic and his ability to discuss actual scientific issues.

#### **Conclusion**

The PhD study „*Public Health, National Health System in Greece during the Economic Crisis and Satisfaction of Citizens from the Services Provided*“ of Emmanouil Bempekidis is a result of a serious work and personal contribution in the field of public administration. This scientific research contains serious and deep summaries and scientific contributions and completely meets the requirements of the Law on the development of the academic staff in the Republic of Bulgaria, the Rules on application of the LDASRB and the Rules on the conditions and order for obtaining scientific degrees and holding academic ranks at SU “St. Kliment Ohridski”.

The review of the study and the evaluation of the scientific contributions allow me to decisively express my positive assessment for the research on *Public Health, National Health System in Greece during the Economic Crisis and Satisfaction of Citizens from the Services Provided* and I shall vote “pro” the doctoral candidate Emmanouil Bempekidis to obtain the educational and scientific degree ` „PhD“` in a field of Political Sciences.

June 18<sup>th</sup>, 2021  
Sofia

Statement drawn by:  
prof. Polya Katsamunska, PhD.