

UNIVERSITY OF SOFIA “ST. KLIMENT OHRIDSKI”

FACULTY OF PHILOSOPHY

DEPARTMENT OF PUBLIC ADMINISTRATION

OPINION

presented by Associate professor, Albena Pavlova, PhD, NBU, Department of administration and management; Research subject: 3.5 Public communications and information sciences

on the D I S S E R T A T I O N of *Emmanouil Bempekidis*

Submitted for obtaining the Doctorate degree (PhD)

Code 3.3 “Political Sciences” (“Public Administration”)

Title: *“Public Health, National Health System in Greece during the Economic Crisis and Satisfaction of Citizens from the Services Provided”*

Scientific Supervisor: Associate Professor Albena Taneva, PhD

I. General remarks

The dissertation of Emmanouil Bempekidis is a completed theoretical and empirical study of the national health system in Greece during the economic crisis and satisfaction of citizens from the services provided. The dissertation is well developed and ready for defense.

The author is a doctoral student at the Department of Public Administration at Sofia University “St. Kliment Ohridski”. Mr. Bempekidis is developing a topic with special relevance and obviously good deadlines.

The research has a clearly defined thesis, object and subject, hypotheses and method. The dissertation has a total volume of 210 pages. Particularly impressive is the serious scientific apparatus from about 225 sources that were used in the course of the study.

The dissertation is well structured. Structurally, it consists of an introduction, an exposition in three chapters, conclusions (applications of the dissertation and proposals are included) and References.

In detail, the introductory includes the main hypothesis, the object of the study and the observation, the methodology used, and the limitations of the study. The first chapter focuses on health models. The second chapter focuses on organizational justice and the third chapter presents the research studies that have been developed on the subject under study. The conclusion presents the results of the research and main conclusions of the study are summarized. Bempekidis skillfully uses statistical analysis in interpreting the empirical material from the interviews.

Mr. Bempekidis has the required number of scientific publications. They are in high quality scientific periodicals. The abstract is very well prepared and creates a true picture of the work done.

II. Contributions

The study leads to well-defined conclusions of practical significance. The aim of the dissertation is to consider the issue of satisfaction with the health care system and hospital care on the example of Greece. This is based both on a secondary analysis of the results of the study and on whether Greek patients,

according to their personal experience, are satisfied with the treatment in a particular hospital. The theoretical basis of the study analyzes the health sector in Greece in terms of organizational fairness, leadership, quality and patient satisfaction.

Mr. Bempekidis undoubtedly shows that inequalities between different socio-economic groups affect the health of citizens. Their mitigation, based on the prevailing notion of social justice, requires political intervention.

In an attempt to address the negative aspects of satisfaction measurements, the introduction of quality management systems is proposed, which will make it possible to improve both the quality of care provided by health systems and patient satisfaction. In this context, it is considered necessary to establish the functioning of the Quality Office in all Greek hospitals.

This dissertation can be a stimulus for further research, especially at a time when the world is experiencing a Covid pandemic and the healthcare system is a priority for the state. In fact, today, more than ever, the need to strengthen each country's health systems is being emphasized. The dissertation ends with recommendations for solving problems in public hospitals.

III. Critical remarks

Despite its strengths, the dissertation research could be extended to include the role of communication as part of a good governance process related to citizens satisfaction. I recommend the doctoral student to continue his research in this direction, especially since he has a similar qualification in his CV.

IV. CONCLUSION

Given the seriousness of the in-depth theoretical and empirical analysis, the depths of knowledge reached about the *National Health System in Greece during*

the economic crisis and satisfaction of citizens from the services Provided, I propose to the distinguished jury to award unconditionally Emmanouil Bempekidis the degree of Doctor in scholarly field 3.3 “Political Science” for his successful dissertation “Public Health, National Health System in Greece during the Economic Crisis and Satisfaction of Citizens from the Services Provided”

Sofia, Juny 23, 2021

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