

Review

of dissertation work

for obtaining the educational and scientific degree "Doctor",
professional field 3.3 Political Science (Public Administration)

Author of the dissertation: EMANUIL KARYOFILIS BEMPEKIDIS, full-time doctoral student at the Department of Public Administration, Sofia University "St. Kl. Ohridski";

Dissertation topic: PUBLIC HEALTH, NATIONAL HEALTH SYSTEM IN GREECE DURING THE ECONOMIC CRISIS AND SATISFACTION OF CITIZENS FROM THE SERVICES PROVIDED

Author of the review: Assoc. Prof. Tatiana Tomova; Department of Public Administration, Sofia University "St. Kl. Ohridski".

General presentation of the doctoral dissertation.

The dissertation of Emanuel Bempekidis meets the formal requirements for the development of this type of work. It has a total volume of 186 pages of text and 34 pages of literature.

The peer-reviewed paper consists of an Introduction, three Chapters and a Conclusion. The Introduction presents the reasons for the development of the selected topic. The goals, tasks and methods of the dissertation are clearly formulated. The first chapter reviews a series of theoretical problems related to the topic and research tasks of the author. The question of the models of public health care is raised and their main parameters are derived. The theoretical emphasis is on social justice, and the accepted theoretical framework is that of John Rawls. Chapter two clarifies the concept of organizational justice and its relationship to customer satisfaction. The third chapter presents the model of the conducted empirical research and its results. The conclusion summarizes the main theses presented in the presentation.

The main thesis of the dissertation is explicitly formulated in the Introduction, namely that the economic crisis has led to a decline in the satisfaction of Greek citizens with the health services to which they have access through the public health system.

In terms of research, the dissertation has the following strengths:

1. An overview of basic theoretical ideas is made.

2. The dissertation research clearly describes the method of empirical research. In general, Emanuel Bempekidis has a taste for the method, which is a huge advantage.
3. The dissertation is written in very good scientific language.
4. Conclusions are made that are important for the practices in the provision of health services.

Actuality:

The developed issues are topical. The main reason for this is that public health systems, everywhere in developed democracies, have problems due to the extremely high prices of health services. Any attempt to improve practices in these systems is crucial to finding possible solutions.

Qualities of the methodology.

An appropriate methodology has been developed for conducting the empirical research included in the dissertation. The aim, hypotheses and sample of the research are clearly presented in the dissertation. The survey itself is aimed at establishing the satisfaction of citizens with the provided health services. Through the data obtained, important trends in the attitudes of Greek citizens towards public health have been identified.

Assessment of the authenticity of the material on which the dissertation contributions are based.

The facts on the basis of which the contributions are based have been gathered by appropriate methods (review of theoretical research, empirical study of satisfaction). There is no evidence that the data and their conclusions have been manipulated.

Scientific and scientific-applied contributions.

The main research contribution of the dissertation is the linking of social justice with the quality of public service delivery and ultimately with the satisfaction of citizens. The thesis that improving the quality of services can affect the level of social justice and the perception of citizens about it is not explicitly formulated, but is contained in the study. I find this thesis valuable.

In general, the contributions of the dissertation are practical - they can have an immediate effect on improving the practices of presenting public services.

Personal contribution

The dissertation and its conclusions are a personal contribution of Emanuel Bempekidis.

Evaluation of publications.

The doctoral student presents 3 articles related to the topic of the dissertation. They are presented at scientific forums and published in the relevant collections of reports. Their scientific quality is at a good level.

The abstract

The abstract satisfactorily presents the content of the dissertation.

The self-assessment of the contributions largely corresponds to the achievements of Emanuel Bempekidis in his dissertation research.

The dissertation presented for public defense also has some weaknesses:

The main one is related to the fact that a clear line has not been drawn between public health governance and management. It is true that both they have a specific logic and management can greatly improve the performance of organizations that provide public services. In the case of public health, however, especially in the Greek model, governance largely limits the autonomy of management. These relationships should therefore be analyzed.

In this connection is my question to Emanuel Bempekidis:

To what extent the management of the first level organizations of the health system in Greece, what directly provides services, can improve the quality of health services and affect customer satisfaction.

Conclusion.

Given the advantages of the dissertation research and the importance of the contributions, I strongly recommend the members of the Scientific Jury to award Emanuel Bempekidis the educational and scientific degree "Doctor" in the professional field 3.3 Political Science (Public Administration).

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Assoc. Prof. Tatiana Tomova