

## **STANDPOINT**

by prof. dr. Desislava Yordanova

Department of Business Administration, Sofia University “St. Kliment Ohridski”

Regarding: competition for obtaining the academic position “Associate professor” in professional field 3.7. Administration and management (Introduction to Management, Organizational behaviour, Management of organizational conflicts – in Bulgarian, English, and French), announced in SG, issue 103 from 10.12.2022 г.

Grounds for the review: Order RD 38-95/07.02.2022 г. of the Rector of Sofia University “St. Kliment Ohridski”.

### **1. Information about the competition**

The competition for obtaining the academic position “Associate professor” in professional field 3.7. Administration and management (Introduction to Management, Organizational behaviour, Management of organizational conflicts – in Bulgarian, English, and French) is announced for the needs of the Department of Business Administration of the Faculty of Economics and Business Administration of Sofia University “St. Kliment Ohridski” in SG, issue 103 from 10.12.2022 г. The members of the scientific jury are appointed with Order RD 38-95/07.02.2022 г. of the Rector of Sofia University “St. Kliment Ohridski”.

### **2. General overview of the candidates**

The only candidate in the competition is dr. Ivanka Mihaylova, who is chief assistant at the Department of Business Administration of the Faculty of Economics and Business Administration of Sofia University “St. Kliment Ohridski”. Dr. Ivanka Mihaylova has presented all required documents under Art. 107, para. 1 of the Regulations for the application of the Development of the Academic Staff in the Republic of Bulgaria Act.

Dr. Ivanka Mihaylova is born on 25 September 1975. She has graduated the French language high school “Antoine de Saint-Exupery” in Plovdiv. She has obtained a Certificate for English language from Foreign Language High School in Plovdiv. She has graduated the Faculty of Economics and Business Administration of Sofia University “St. Kliment Ohridski”. She received a bachelor’s degree in Business Administration and a MBA – Organizational development. In 1997 she visited Université des Sciences et Technologies de Lille in Lille (France) with a grant for six-month mobility under TEMPUS program. In 2018 she defended a doctoral dissertation on the topic “Management strategies for solving organizational conflicts” in professional field 3.7 Administration and management at the Department of Business Administration of Sofia University “St. Kliment Ohridski”. In the period 2010 – 2018 she is an assistant professor and since 2019 she is a chief assistant professor in the same department. She has participated in 9 national and university research projects.

### **3. General overview of the presented scientific publications**

Dr. Ivanka Mihaylova has 33 publications, including 1 monography, 2 books, 25 scientific articles, 2 studies, 3 chapters in collective monographs. 16 publications are submitted for participation in the competition. Two publications are indexed in Web of Science. In 10 of the presented publications Dr. Ivanka Mihaylova is the single author. The presented information for the completion of the minimum national requirements under Art. 2b of the Act for the development of academic staff in the Republic of Bulgaria for the scientific field Business,

social and law sciences, professional field 3.7 Administration and management, shows that the candidate not only completes but also exceeds the minimum required number of points for obtaining the position “Associate professor”.

The presented scientific publications belong to two scientific areas: (1) Management of organizational conflicts (№№: 1, 2, 4, 16 in Bulgarian and №№ 5, 6, 7, 9, 10 in English); (2) Management and organizational behaviour (№№: 3, 8, 11, 12, 13, 14 in Bulgarian and № 15 in English).

### *3.1. Management of organizational conflicts*

In the monograph titled „Conflicts on the job: analysis from the perspective of employees” (2021) the candidate systematizes and develops further the existing knowledge for the real dimensions of interpersonal conflicts in the working environment in Bulgaria and generates new knowledge for their manifestations in organizations from different business sectors in Bulgaria. In book № 2 the candidate identifies the preferred strategies for interference of managers as a third party in conflicts between employees and factors which influence the use of these strategies. The outcomes of the conflicts on the job are discussed in article № 5, while in article № 7 the importance of the implementation of a procedure for conflict resolution as an instrument for dealing with conflicts in organizations. The influence of the COVID-19 pandemic on the emergence of conflicts in Bulgarian organizations is investigated in the article № 6. A review of different theoretical approaches to organizational partnerships (networks) and analysis of the main types of conflicts in networks are presented in the article № 4. The sources of knowledge and skills for conflict management of managers in Bulgarian organizations are discussed in the study № 16. The importance of the education and training in the field of conflict management of managers for the self-assessment of their knowledge about conflicts is commented in the article № 9. In the article № 10 the author outlines the need of acquiring significant knowledge about conflicts as a premise for implementing effective management influence on conflicts in organizations.

### *3.2. Management and organizational behaviour*

The role and the state of clusters in Bulgaria and the challenges and problems related to their management is investigated in publications № 3, 13 and 14. The publications identify the main problems in clusters in Bulgaria caused by different conflicts. The publications highlight the importance of the knowledge about different approaches to conflict resolution in clusters. In publications № 8, 11, 12 and 15 the candidate се разглеждат различни аспекти на управлението и организационното поведение в българските организации - мотивация на персонала, използване на различни управленски инструменти, иновативното поведение на организациите.

## **4. Overview of educational activities of the candidate**

Dr. Ivanka Mihaylova teaches seminars on the disciplines Introduction to Management (in Bulgarian and French), Ecological management, and Human Resource Management and gives lectures on the disciplines Introduction to Management, Management of organizational conflicts, Organizational models of quality and organizational excellence. Dr. Ivanka Mihaylova is a scientific secretary of the Department of Business Administration and a member of the educational commission at the Faculty of Economics and Business Administration since 2020. She is an administrator of the master program “Business administration – human resource development”. Since 2021 she is a member of the team of the Career center at the Faculty of Economics and Business Administration. She was an academic coordinator of the bachelor’s

program “Business administration” for the period 2020 - 2021. She has supervised 68 master’s theses at the Department of Business Administration of Sofia University “St. Kliment Ohridski”. As an academic advisor, she participates in organizing of educational practice in Business Administration of bachelor’s students. Dr. Ivanka Mihaylova is the coach of the team in the field of mediation of the Faculty of Economics and Business Administration which takes part in the National mediation competition for students.

### **5. Overview of the research and applied scientific contributions**

The analysis of the reviewed publications reveals that the contributions are within the following thematic areas: (1) management of organizational conflicts; (2) management and organizational behaviour. I accept the presented research and applied scientific contributions. The contributions are formulated correctly and correspond entirely to the thematic areas of the competition. The most significant research contributions include the systematization of various theories and conceptual models in the field of conflict management, the identification of the main types of behaviour of managers regarding conflicts among employees and the development and approbation of two instruments for researching conflict management. The most significant applied scientific contributions include the generation of new knowledge in the field of the management of organizational conflicts, organizational behaviour and management of organizations and its relevance for management practice and education in the field of business administration.

### **6. Critical remarks and recommendations**

The candidate has put a lot of effort into publishing her research results in various publications including publications indexed in Scopus and Web of Science, but has not yet published a textbook in the field of management organizational conflicts. I recommend to the candidate to orient her publication activity to greater extent to scientific conferences and publications refereed and indexed in Scopus and Web of Science.

### **7. Conclusion**

The scientific publications presented by Dr. Ivanka Mihaylova meet the minimum national requirements for quantity and quality of publications in the Act for the development of academic staff in the Republic of Bulgaria and the Regulations for its application. Based on the scientific contributions and teaching practice of the candidate, I support the appointment of the candidate to the position of associate professor and recommend to the members of the Scientific Jury to vote for the appointment of the candidate to the position of associate professor of Sofia University “St. Kliment Ohridski” in professional field 3.7 Administration and management (Introduction to Management, Organizational behaviour, Management of organizational conflicts – in Bulgarian, English, and French).

Signature: .....  
/prof. dr. Desislava Yordanova/

15.03.2022г.