

OPINION

By: **Assoc. prof. Hristo Georgiev Sirashki, PhD**,
D. A. Tsenov Academy of Economics, Svishtov,
Scientific specialty: "Social Management"

About: dissertation for the granted of the educational and scientific degree
"doctor/PhD" in the Professional field 3.7. "Administration and
Management", DP "Economic Management" at Sofia University
"St. Kliment Ohridski"

Author of the dissertation: **Irina Petkova Yanchovska**

Dissertation topic: **"Factors influencing job satisfaction of employees in the
ICT sector"**

Reason for presenting the opinion: participation in the composition of the
scientific panel for the defense of the dissertation according to Order RD 38-
294/16.06.2022 of the Rector of SU "St. Kliment Ohridski"

1. Information about the PhD student

Irina Janchovska was studied in the doctoral program "Business Management"
at the Department of "Business Management" in professional direction 3.7.
"Administration and Management" at SU "St. Kliment Ohridski". The
training was carried out in regular form during the period from 2019 to 2022.

2. General characteristics of the presented dissertation work

The dissertation of Irina Yanchovska has a volume of 163 pages. The
structure includes an introduction, an exposition consisting of two chapters, a
discussion and a conclusion, including practical and academic added value,
contributions, limitations and directions for future research, three appendices
and a bibliography. 197 literary sources were used, including 11 in Bulgarian
and 186 in English. The dissertation presents 27 tables and 6 figures.

The topic of the dissertation is relevant and scientific, as employee satisfaction is an important factor in achieving success in business. By increasing employee satisfaction, turnover of qualified staff is reduced, productivity and staff commitment are increased.

Satisfaction research in the relatively young ICT sector enables managers to achieve higher results in staff motivation. The researched problem is known in depth, highlighting the opinion of the author on the topic. The PhD student's skills for analysing achievements in scientific literature and practice are indisputable.

The goal of the research is formulated clearly and concretely. The goal is successfully decomposed into two main research questions and four research tasks. I think that the research tasks set by the PhD student have been fulfilled in the dissertation work.

The object and subject and scope of the research are correctly defined in the introduction.

From the list of used literature it is clear that the scientific research is purposeful, and I consider the number of sources is sufficient. In the dissertation, the literary sources are cited correctly.

3. Evaluation of the obtained scientific and scientific-applied results

The dissertation analyses the opinions existing in the scientific literature regarding employee job satisfaction and the influence of the human factor on management. Studies of employees from Bulgaria and other countries are presented.

The particularities of the ICT sector, its dynamics, work under high pressure and the difficulties faced by managers related to the retention of highly qualified staff and maintaining a high level of staff satisfaction are brought out. A synthesis of significant empirical studies examining various aspects of employee satisfaction is presented. Such are surveys of employees from IT companies in Malaysia, Spain, Kuwait, USA, Latvia, Lithuania, Bosnia and Herzegovina, Poland, India, Germany, Indonesia and Canada. The author skilfully summarizes the results and draws the implications of employee satisfaction and dissatisfaction.

As a result of the author's research work, summarised factors of satisfaction are presented, which were selected for conducting the preliminary study.

In the process of scientific research, an author's research model was developed. The dissertation presents the results of two author surveys of the satisfaction of employees in the ICT sector in Bulgaria and other countries. A toolkit has been developed for conducting the empirical research related to the topic of the dissertation work. Conclusions are presented and suggestions for theory and practice are formulated.

4. Evaluation of scientific and scientific-applied contributions

I agree with the PhD student's stated contributions to the dissertation work. The reference presented in the abstract objectively reflects the scientific and scientific-applied contributions significant to the researched area, as follows: identification of a list of satisfaction factors based on the analysis of a large number of studies; creating two measurement tools that are based on popular scales for measuring satisfaction; creating an author's systematic scheme for researching the satisfaction of employees in the ICT sector; derivation and study of the influence of the most important factors for satisfaction among ICT sector employees; outlining the differences in the level of satisfaction depending on the socio-demographic characteristics of the surveyed persons in the sector.

5. Evaluation of dissertation publications

Six publications are presented in the defense materials. With them, the doctoral student has made public the main ideas and scientific achievements of his dissertation.

6. Evaluation of the autoref

The abstract meets the requirements and correctly reflects the main points of the overall content of the dissertation.

7. Critical notes, recommendations and questions

In the defence, Irina Yanchovska could comment on the possible management problems related to employee satisfaction when working remotely as a result of the Covid 19 pandemic.

8. Conclusion

The dissertation work on the topic "Factors influencing the job satisfaction of employees in the ICT sector" represents an up-to-date and in-depth study. Based on the mentioned merits, scientific and scientific-applied contributions, I give a positive assessment of the dissertation work and support the awarding of the educational and scientific degree "doctor" to Irina Yanchovska in professional direction 3.7. Administration and Management, State Enterprise "Economic Management".

20.08.2022.
Svishtov

Signature:
(Assoc. prof. Hristo Georgiev Sirashki, PhD)