

REVIEW

by **Prof. Dr. Anastasia Milanova Bankova,**

member of a Scientific jury in a competition for occupation of the academic position "Associate Professor" in scientific field 3.7. Administration and management (Basics of Management, Organizational Behavior, Managing Organizational Conflicts - in Bulgarian, French and English), announced for the needs of the Faculty of Economics and Business Administration, Sofia University "St. Kliment Ohridski " in SG, issue 103/10.12.2021 (the jury was appointed by order of the Rector RD 38-93/ 7.2.2022)

Subject: evaluation of the scientific, scientific-applied and professional-academic activity and production presented by the candidate in the competition.

One candidate participates in the competition – Dr. Ivanka Georgieva Mihaylova.

All formal legal requirements for applying to the competition have been met, all necessary references, documents and publications have been submitted.

A reference for fulfillment of the minimum requirements according to art. 26 of the LDASRB (Law on the Development of the Academic Staff in RB) for scientific field "Social, economic and legal sciences", professional field 3.7. "Administration and Management" is presented.

I. General assessment of the candidate.

I know the candidate as a student, a PhD student, and I teach since long time in a team with her a number of disciplines in undergraduate and master's programs. Therefore, I can confidently point out that Ivanka Mihaylova is an intelligent and creative colleague, committed to her profession, eager to develop in it, looking for the new. It should be noted

that, among other things, Ivanka Mihaylova is very responsible and honorable. These qualities make her a valuable member of the faculty team.

Ivanka Mihaylova graduated from high school with teaching in French in Plovdiv, in the same time she took all comparative exams for high school with teaching in English. She uses since long time ago these two languages in teaching, which makes her a suitable candidate to participate in this competition.

II. Evaluation of the scientific and scientific-practical results and contributions of the candidate.

In the competition the candidate participates with the following scientific and scientific-applied production:

Brief summary data, according to the materials submitted by the candidate:

Habilitation thesis, monograph:	1 book
Doctoral dissertation:	“Managerial Strategies for Coping with Organizational Conflicts”
Monograph on the topic of the dissertation:	1 book (and a second book in the full list)
Articles and reports, published in referenced and indexed journals (publications) in world-known data bases of scientific information:	2 issues, one of them co-authored, 2 before obtaining a doctoral degree, but were not presented in the doctoral procedure, because they have another topic (3 in the full list of the publications, 2 of them co-authored, 2 – before obtaining a doctoral degree)
Articles and reports in not referenced and indexed but peer-reviewed publications:	11 articles, 5 co-authored, 4 - before obtaining a doctoral degree, but were not presented in the doctoral procedure, because they have another topic (22 in the full list of publications – 8 co-authored, 10 publications - before obtaining a doctoral degree)
Studies in referenced and indexed scientific publications:	(1 – under printing in progress, is not submitted for participation in the competition, although it is on the subject of

<p>Studies published in peer-reviewed scientific journals:</p> <p>Published chapter in a peer-reviewed collective monograph:</p>	<p>the competition and a document from the publishing house is presented)</p> <p>1 study</p> <p>(3 chapters in collective monographs – are not presented in this competition)</p>
<p>List of the presented and reviewed publications for participation in the competition:</p>	<p>All publications presented in this competition:</p> <ul style="list-style-type: none"> - 1 habilitation book; - 1 book - published monograph on the topic of the dissertation; - 2 articles published in referenced and indexed journals; - 11 articles and reports, published in peer-reviewed publications; - 1 study in peer-reviewed publication. <p><i>Total number of publications submitted for review: 16 issues, 6 of them co-authored</i></p> <p>The publications without co-author are 439 pages in a volume, 30 of which are in English.</p>
<p>Accents:</p>	<p>The accents in the work and teaching of Dr. Ivanka Mihaylova are in the field of:</p> <ul style="list-style-type: none"> - coping with organisational conflicts; - clusters and their management; - topics of human resources management and organizational behavior; - methodology of teaching management disciplines.
<p>Quotations and reviews:</p>	<p>2 publications – with 2 citations in referenced and indexed publications;</p> <p>3 publications – with 3 citations in peer-reviewed monographs and collective books;</p>

	3 publications – with 3 citations in other peer-reviewed publications.
Participation in projects:	The candidate participates in 3 national and 6 university projects.

Ivanka Mihaylova's main contributions:

The main areas in which Ivanka Mihaylova works and achieves various results are:

- coping with organisational conflicts;
- clusters and their management;
- topics of human resources management and organizational behavior;
- methodology of teaching management disciplines.

From a content point of view, it should be emphasized that Ivanka Mihaylova has devoted her attention and efforts mainly to the study of organizational conflicts – interpersonal, group and intergroup. She is a very thorough, consistent and tenacious researcher in this very delicate and under-explored sphere in our country.

By examining the theories of the matter in a serious way, classifying them and evaluating them, she always clarifies her position. Her work deals with conflicts in a multilateral way – with causes (nature of causes), types of conflicts, intervention strategies for coping with conflicts, consequences for people, groups and organizations, necessary knowledge and skills to cope with them of the participating in a conflict parties.

In addition to the reviews of the theories and the creature of her own theoretical models, she supports these efforts with an in-depth study of the practice. Extremely interesting are the large studies conducted by her in Bulgaria, the comparison of the results in Bulgaria with those in other countries, the detailed analysis and conclusions from them, the developed recommendations - both for the provision of qualification in the field of conflicts, as well as specific recommendations for the behavior and work of the leaders in specific conflict situations. They are a basis of the creation of new knowledge in the field of organizational conflict management, organizational behavior and organization management.

For the purposes of her work, Ivanka Mihaylova develops a toolkits for conflict research, which is based on world standards, and can serve other researchers, on this basis creating prerequisites for further research, comparison and systematization of research results at home and abroad.

Ivanka Mihaylova always reacts to the new. She immediately conducted research and published interesting results on the impact of the pandemic situation, known as CoVid-19, on conflicts within organizations.

Her research is a basis for preparing of needs-oriented training courses for leaders and students.

In addition to the above mentioned issue, Ivanka Mihaylova has participated in research and published results in the field of:

- the management methods used in Bulgaria and in the different disciplines taught in the faculty and the comparison of this with the world practice;

- the study of horizontal organizational networks (independent study of clusters in Bulgaria, participation in a study on conflicts in horizontal organizational networks, in particular in the network of cluster organizations, which launches the study of inter-organizational conflicts);

- in the field of human resources management and organizational behavior (motivation in the workplace, characteristics of working life in Bulgaria, attitude “values and innovation” in organizations, etc.).

The theoretical and practical contributions of the author are indisputable. I fully accept the prepared from her list of contributions, which are formulated intelligently and accurately in the relevant report.

The candidate has presented the necessary volume of scientific production with the necessary quality for participation in a competition for the academic position of “Associate Professor”.

III. Evaluation of the evidence for the teaching activity of the candidate.

The candidate is an already established teacher. She has a taste for modern teaching practices, uses new information technologies creatively – she is even a supervisor and consultant to colleagues in the department on these issues, as she is certified as Microsoft's expert for working with MS Teams. Ivanka Mihaylova has an active connection with the business practice by integrating it as a part of the teaching process. Her classes present theory and practice in business in a balanced way, both in Bulgaria and internationally.

Ivanka Mihaylova has developed independent comprehensive electronic content for the exercises and lectures she has in the courses in "Basics of Management", "Environmental Management", "Managing Organizational Conflicts", "Writing a Master's Thesis".

The applicant has a regular overperforming of teaching normatives. She teaches in compulsory discipline for undergraduate (bachelor's) and master's programs on introduction in management (in various variants), in compulsory master's discipline - writing a master's thesis, in compulsory-elective discipline in master's programs – environmental management, in elective discipline in undergraduate (bachelor's) programs – managing organizational conflicts. She works as a holder in these disciplines – she has lectures and exercises – alone or in a team.

She works actively with the students – she is master's thesis promoter (already over 68 thesis) and leads interns, prepares students for participation in competitions (documents are presented for coaching excellent student teams), includes them in research projects. She participates in the work of the Career Center at the Faculty.

The candidate is actively involved in the administration of the department's teaching work as secretary of the department, organizer of defenses of the master's thesis, academic mentor of student practices – about 200 students, administrator of master's programs and academic mentor of bachelor's program.

A detailed report required by law is provided for the teaching activities of Ivanka Mihaylova, as well as for the other activities in the faculty.

IV. Critical remarks and recommendations.

The notes below are essentially recommendations for the candidate's future work. I suppose she will continue to develop the topic of conflicts in organizations. It would also be good in the future to pay more attention to conflicts at an inter-organizational level, a problem that is very poorly developed from a managerial point of view.

I would like her in the future to limit administrative work and to try more aggressively to take advantage of the invested efforts for excellent knowledge of 3 foreign languages and partly of a fourth – something that people with much less knowledge and skills do with enviable self-esteem.

These remarks do not diminish what the candidate has done so far.

Conclusion.

Considering the above stated, I strongly recommend to the Scientific Jury to propose to the Faculty Council to decide in favor of appointment of **Dr. Ivanka Georgieva Mihaylova** at the academic position "Associate Professor" in professional field 3.7. Administration and management (Management, Organization Behavior, Managing Organizational Conflicts – in Bulgarian, French and English), according to a competition of the Faculty of Economics and Business Administration, Sofia University "St. Kliment Ohridski".

Jury member and reviewer:

/prof. Dr. Anastasia Bankova /

March, 10, 2022

Sofia