

REVIEW

on a dissertation work for acquiring the educational and scientific degree
“Doctor of Philosophy – PhD”

Author of the dissertation work: Gulbandu Turmakhanova Dosberdieva

Dissertation topic: "Methodology for increasing management efficiency in dental clinics of Kazakhstan"

Scientific supervisor:

Prof. Spicha Inessa, PhD

Reviewer: Assoc. Prof. Dipl. Eng. Nikolay Stoyuv Katrandzhiev, PhD, higher education area 3. Social, economic and legal sciences, professional field 3.7. Administration and management, scientific specialty "Economics and Management", appointed as a member of the scientific jury by order No. 49 of 14.10.2024 of the Rector of VUSI.

1. Relevance of the problem, developed in the dissertation work, in scientific and scientific applied terms

The dissertation presented for discussion is dedicated to researching the role, place and increasing the efficiency of the management of dental services in Kazakhstan. In the conditions of the joint functioning of state and private dental organizations, the growth of competition in the industry and the increase in the number of private dental clinics, the efficiency of the management of these structures becomes paramount, especially for state clinics.

2. Degree of knowledge of the state of the problem and creative interpretation of the literary material

The doctoral student knows well the state of the problem, object of research. The dissertation presents a literature review that includes 217 sources, of which 27 are electronic. The large number of literary sources, the multitude of scientific articles and publications analyzing the considered problem and the questions arising from it, which proves knowledge of the state of the problem, is impressive. Research has been conducted on the problems of management of dental clinics, the results of which have been presented at scientific forums and published in scientific publications.

3. Compliance of the chosen research methodology to the aim and objectives of the dissertation work

The methodology of the research is presented in the second chapter and it is in accordance with its purpose. The applied toolkit makes it possible to show the essence and problems facing the management of dental clinics. A research program consisting of 4 stages is presented, the purpose of which is to analyze the problems and develop methodological approaches for evaluating the effectiveness of the management process.

The results are shown in more than 30 tables and 22 figures.

I believe that the obtained results, conclusions and assessments are an objective basis for achieving the goals and objectives of the research.

4. Brief analytical description of the nature of the material, on which the contributions of the dissertation work are based, and assessment of its credibility.

The structure of the dissertation is consistent with the chosen methodology. The thesis project includes: introduction, four chapters, conclusion, recommendations, list of contributions, list of used literature, and an appendix with a total volume of 203 pages.

The actuality of the problem, the scientific contributions of the author, the object and the subject, the research hypothesis, the purpose and tasks of the research are clearly presented in the work.

The research problem stems from the need for performance management of dental organizations in Kazakhstan. The dissertation focuses on the study of two surveys of patients on the quality of dental care of nursing staff on job satisfaction. It was concluded that the main motive for using the services of the state dental clinics is the price, not the quality of the services.

In the conclusion, 5 conclusions are formulated regarding the relevance of the problem of the management efficiency of state dental organizations and 4 recommendations are formulated for increasing this efficiency.

As a final result, it can be said that the doctoral student shows skills and ability for independent scientific research and formulation of accurate conclusions and recommendations.

5. Scientific and scientific-applied contributions of the dissertation work

I accept the presented reference for contributions from the doctoral student, which can be summarized and evaluated as scientific and applied science. My familiarization with the dissertation work and the auto-abstract allow me to make a general conclusion that the dissertation work presented for defense contains scientific-applied and scientific results that relate to a contribution to the further development of the problem of increasing the effectiveness of management in dental clinics of Kazakhstan.

I accept essentially the labor contributions claimed in the dissertation as actually achieved

6. Assessment of the publications on the topic of the dissertation work

In connection with the dissertation, 15 articles were published. It is not clear how many of them are independent and how many are co-authored.

7. Assessment of the compliance of the abstract with the requirements for its preparation, as well as of the adequacy of reflecting the main points and the contributions of the dissertation work.

The presented abstract is a volume of 28 pages of text, structured in 2 parts conclusion, recommendations, scientific contributions and 1 number of appendix corresponds to the structure of the dissertation work.

8. Opinions, recommendations and notes.

My complex assessment of the dissertation work is that it is a development in which knowledge of the subject is shown, both from a theoretical point of view and from the point of view of its practical applicability.

I have the following recommendation:

The topic of the dissertation implies a serious analysis of the structure of income and expenses of the clinics and the methods of determining efficiency. It is not clear, as a final result, how to determine whether the management of dental clinics is effective or not. Let this be the subject of further work on the problem.

I also have two notes:

1. The work does not specify the legal form of dental clinics and how their work is financed.

2. The list of literary sources is not arranged according to the requirements for the design of such work.

9. Conclusion

Based on the performed analysis, I give with full conviction and unequivocally a POSITIVE assessment of the developed dissertation work and propose to the honorable members of the Scientific Jury to award to Gulbandu Turmakhanova Dosberdieva the educational and scientific degree "Doctor of Philosophy (PhD)" in the higher education area 3. Social, economic and law science, professional field: 3.7 Administration and management, scientific specialty „Economics and management “.

Date: 31.10.2024 г.

Reviewer:

/Assoc.Prof.Dipl.Eng.Nikolay Katrandzhiev, PhD/