OPINION

regarding the procedure for awarding the educational and scientific degree "Doctor of Psychology"

of a dissertation on the topic: " Mediation and reaching an agreement in the process of psychological conflict resolution **"**

Professional field: 3.2. "Psychology"

Scientific specialty: "General Psychology"

Doctoral student : Maria-Stefka Dimitrova Dimitrova, VFU “Chernorizets Hrabar”, Department of Psychology

Scientific supervisor: Prof. Dr. Maiyana Mitevska

Prepared by : Assoc. Prof. Dr. Tsvetan Petrov Petkov, in accordance with Order of the Rector of VFU "Chernorizets Hrabar" No. 568/24. 0 9.202 6 years

Conflict is a natural element of human relationships, arising as a result of contradictions in interpersonal and group interaction. Its manifestation is determined both by individual personality characteristics and by the specifics of the social environment. Negative group relationships can give rise to anxiety, frustration and interpersonal conflicts, which necessitates the need for effective mechanisms for their overcoming.

Conflict resolution is a purposeful process of overcoming contradictions and achieving mutually acceptable solutions. It is related to the cognitive and emotional adaptation of the individual, influenced by his personality traits, social support and coping strategies.

In this context, mediation is being established as an effective alternative approach to dispute resolution, based on voluntariness, dialogue and the active participation of the parties in the search for a mutually acceptable solution. Its

importance is expressed in the possibility of limiting financial and emotional costs, achieving sustainable agreements and preserving or restoring damaged relationships. Its implementation is carried out in compliance with the normative and ethical principles that guarantee the impartiality of the process, confidentiality and protection of the rights of the participants.

1. EVALUATION OF THE RESULTS AND CONTRIBUTIONS OF THE DOCTORAL STUDENT

1.1. The main results achieved by the doctoral student in his work are:

- A theoretical analysis and systematization of the main psychological concepts related to the emergence, development and overcoming of conflicts has been carried out, with an emphasis on the application of mediation in an organizational environment;
- An empirical study was conducted among 115 employees to establish the relationships between locus of control, perceived conflict, and demographic characteristics of the participants;
- A statistically significant positive correlation was found between the external locus of control and the level of conflict, which emphasizes the importance of individual psychological characteristics for the manifestation of conflict behavior;
- Through regression analysis, it was found that locus of control is the only statistically significant predictor of conflict in the studied model, regardless of gender, age and education ;
- The influence of demographic factors on conflict was analyzed, with no statistically significant effects of gender and education being found, while age showed significance in the univariate analysis;
- Differentiated mediation strategies have been developed, tailored to the localization of control, which take into account the psychological profile of the

participants and guide the mediator to adapt the approach to the individual characteristics of the conflicting parties;

- The practical potential of mediation as a means of constructively managing organizational conflicts, improving communication, and creating the conditions for more sustainable agreements is substantiated.

1.2. The most significant contributions of Maria-Stefka Dimitrova from her dissertation can be formulated as follows:

- **Clarifying the psychological mechanisms of mediation** – emphasizes the importance of perceptions, emotional regulation, and communication in overcoming conflicts;
- **Methodological contribution** – shows how correlation analysis and group comparisons can yield different but compatible results when studying psychological addictions;
- **Practical focus on the organizational environment** – argues for the need to manage conflicts by improving the environment and communication, rather than by stereotypically targeting certain demographic groups;
- **Emphasis on personal responsibility** – brings out the development of the internal locus of control as a possible direction for limiting conflict;
- **Justification of mediation as an organizational tool** – considers it not only as a way to reach an agreement, but also as a means of building a more constructive organizational culture.

2. CRITICAL NOTES AND RECOMMENDATIONS ON THE DISSERTATION

I have no critical remarks on the essential aspects of the main theses and their proof in the dissertation.

3. OPINION ON THE PRESENCE OR ABSENCE OF PLAGIARISM IN THE DISSERTATION THESIS

There is no evidence of plagiarism in the dissertation submitted for evaluation.

4. CONCLUSION ON THE DISSERTATION THESIS

In conclusion, based on the above, I propose to the esteemed members of the Scientific Jury to award the educational and scientific degree "Doctor" to Maria-Stefka Dimitrova in " General Psychology " in the professional field 3.2. "Psychology".

Varna — Prepared the opinion:

12.10.2026 — (Assoc. Prof. Dr. Tsvetan Petkov)