

REFeree'S REVIEW

Program:	Master of International Business
Student:	Tatiana Bobrus
Title of thesis:	Factors of Information and Communication Technologies (ICT) adoption in the context of Smart City development

Justification of the topic choice. Accuracy in defining the aim and objectives of the thesis. Justification of the topic choice; accuracy in defining the aim and tasks of the thesis; originality of the topic and the extent to which it was covered; alignment of the thesis' topic, aim and objectives.	<u>5</u>	4	3	2
Structure and logic of the text flow. Logic of research; full scope of the thesis; alignment of thesis' structural parts, i.e. theoretical and empirical parts.	<u>5</u>	4	3	2
Quality of analytical approach and quality of offered solution to the research objectives. Adequacy of objectives coverage; ability to formulate and convey the research problem; ability to offer options for its solution; application of the latest trends in relevant research are for the set objectives.	<u>5</u>	4	3	2
Quality of data gathering and description. Quality of selecting research tools and methods; data validity adequacy; adequacy of used data for chosen research tools and methods; completeness and relevance of the list of references.	<u>5</u>	4	3	2
Scientific aspect of the thesis. Independent scientific thinking in solving the set problem/objectives; the extent to which the student contributed to selecting and justifying the research model (conceptual and/or quantitative), developing methodology/approach to set objectives.	5	<u>4</u>	3	2
Practical/applied nature of research. Extent to which the theoretical background is related to the international or Russian managerial practice; development of applied recommendations; justification and interpretation of the empirical/applied results.	5	<u>4</u>	3	2
Quality of thesis layout. Layout fulfils the requirements of the Regulations for master thesis preparation and defense, correct layout of tables, figures, references.	<u>5</u>	4	3	2

Each item above is evaluated on the following scale, as applicable: 5 = the thesis meets all the requirements, 4 = the thesis meets almost all the requirements, 3 = a lot of the requirements are not met in the thesis, 2 = the thesis does not meet the requirements.

Additional comments:

Master thesis is devoted to an important and relevant topic of the factors that influence the adoption of Smart City services enabled by Information and Communication Technologies (ICT) by citizens. Since the core component of the Smart City development is the social inclusion, the highest priority in terms of urban development should be given to understanding the determinants of the citizens' behavior and their willingness to get engaged in Smart City solutions. Only by identifying which factors stimulate the citizens to adopt Smart city services can businesses develop and promote Smart City services successfully.

The work is well structured and clearly written in good language. Both qualitative and quantitative research methods were used by the author.

The quantitative research and explanatory factor analysis was applied to identify the clusters of the acceptance determinants and evaluate their influence from citizens perspective. The case study as the method for conducting a qualitative research was chosen to study the businesses that provide Smart City services so that to evaluate the Smart City development from their perspective. The data collected for the case study included the expert interviews and documents available.

The results of factor analysis demonstrated that all the determinants of Smart City services use represent factors "Quality of the service", "Perceptions of users and society", "Trust in the technology provider". The most influential components of the extracted factors are output quality, comparability with needs, result demonstrability, anxiety and risks associated with the technology. On the other hand the expert interviews have shown that the factors that are perceived as the most influential by the business side vary depending on the Smart City domain and the peculiarities of the Smart City service. This difference in conclusions is not sufficiently addressed in the paper, but is interesting both from scientific and practical perspective.

There are some misspelling in the text, for example, p. 21 says “bottom-down” instead of “bottom-up”, p. 22 says “Cceptance” instead of “Acceptance”.

Master thesis of Tatiana Bobrus meets the requirements of MIB program, and according to the reviewer’s opinion deserves an “excellent (A)” grade, thus the author can be given the desired degree.

Date 12.06.2015

Referee:

Dmitry Kudryavtsev, PhD,

Associate Professor

A handwritten signature in blue ink, appearing to be 'D.K.', is written over a faint rectangular stamp.