**REFERENCE**

**on the Thesis prepared by 2nd year student of**

**St. Petersburg University Graduate School of Management**

**Student: Iolanta Chomag**

**Topic: Social Media Analysis Using Natural Language Processing Tools for Decision-**

**Making in the Healthcare Sector: The Case of St. Petersburg**

**38.04.04 “Master in Smart City Management - MSC” Master program**

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| **Student manifestation of autonomy and initiative when working on the Thesis:** | * The student has shown initiative in the formulation of the managerial problem, goal and objectives of the Thesis |
| **The intensity of interaction with the supervisor:** | * Continuous interaction |
| **Respecting the schedule of the Thesis workflow:** | * Fully compliant |
| **Timeliness of the final submission of the Thesis to the supervisor:** | * On the day of the deadline for the Thesis submission |
| **The degree of achievement of the Thesis goal:** | * Fully achieved |
| **Compliance of the Thesis content with the requirements:** | * Fully compliant |
| **Compliance of the Thesis layout with the requirements:** | * Fully compliant |

**Special Comments**:

In the thesis, the author considers two ratings reflecting the quality of hospitals’ medical services. Both have definite drawbacks, but their competition can improve quality of each rating.

**General Conclusion**: The work by student *Iolanta Chomag meets* the requirements for Matser diploma thesis in the area of studies 38.04.04 “Master in Smart City Management” Master program.

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| Scientific Advisor:  PhD in Math. | Изображение выглядит как членистоногое  Автоматически созданное описание | Andrei Ivanov |

10.06.2024