**Salford Business School – International Dissertation Marking Scheme**

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| **Intake** | **Progressed** | **Ext** | **Submission** | **Board** |

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| **Name** | **Gian Aguilar** | **Roll Number** | @00540248 |
| **PROGRAMME** | MSc in Information Systems Management | | |
| **TITLE** | E-Government Acceptance and Intention to Use: Analyzing Adoption Factors in the Belizean Context Using an Extended Technology Acceptance Model | | |
| **1st MARKER**  **(Supervisor)**  **Signature** | **Dr Lynn Thurloway**  C:\Documents and Settings\gd902248\Local Settings\Temporary Internet Files\Content.Word\img018.jpg  **I have checked the turnitin report and ethical approval form** | **DISSERTATION**  **MARK (%)**  **Date** | **80** |
| **09 August 2021** |
| **2nd MARKER**  **Signature** |  | **DISSERTATION**  **MARK (%)**    **Date** |  |
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| **Sign**  **(1st Marker)**  **Sign**  **(2nd Marker)** | C:\Documents and Settings\gd902248\Local Settings\Temporary Internet Files\Content.Word\img018.jpg | **AGREED MARK (%)** |  |
| **Overall Mark** |  | **%** | **80** |
| **External examiner comments** |  |  |  |
| **Sign**  **(External**  **examiner)** |  | **Date** |  |

**Assessment Feedback**

**Markers overall comments and rationale for mark**

This is a an extremely good, indeed high-quality piece of work throughout. There is the odd issue more from a process point of view for masters research, but in my view, the discussion and analysis are beyond that expected of a masters dissertation. This is especially the case for the fieldwork design and analysis and this is reflected in the overall mark. The work is well written, well referenced (using Harvard approach appropriately) and well executed and was a pleasure to read.

**Abstract, Introduction and literature review (40% marks available) 31**

Clear abstract that offers useful insight into the issue, approach and key finding. Including the research question and key recommendations of addressing those inclined to use eGovernment and with no intention of doing so would have been useful.

The introduction offers a clear overview of the context driving the research and whilst often there is a need to explore and justify the general conceptual model for the research, given the issue is specifically about intention to use technology in this area the model presented and hypotheses make sense to state in the introduction (and it is noted it is further explored in the literature review). The research question is clearly stated and relevant to the context and model. The approach to answering the question is also clearly discussed. The chapter ends with a clear overview of the structure of the dissertation. Overall this is a good, focused introduction which is supported well be appropriate references.

The literature review is well focused on a range of different models and views aimed at understanding technology acceptance. This is an extremely well referenced review that goes beyond description and demonstrates critical understanding of the models their principles. There is also useful consideration of TA and the importance to eGovernment. There is very good justification for the use of the chosen TAM and very effective support for the hypotheses set to be tested and these were properly presented as relationships and hence testable. The only minor criticism that could be made is at times using acronyms within the discussion with some many developments there was a need to check the meaning and sources. However, this is at times an issue in published material also and did not detract from the overall quality of the discussion. Overall this review was well grounded in relevant theoretical perspectives.

**Methodology (20% marks available) 16**

The discussion starts with basic consideration of research philosophy. Whilst this might have been developed a little more in terms of the philosophical assumptions underpinning key research design there is demonstration of good understanding of basic research principles. There is excellent discussion of the survey questions, the development and sources and it was good to see the survey was piloted. Sampling was considered in some detail and the care and attention to both the sampling and the collection of data was good which of course is critical in approaching the contacts of a key organisation especially when they are the general public. The discussion here is detailed and appropriate using tools and tests that one would not expect for a masters level study. Discussion of the analysis is good and shows good understanding of the approach and the variables to be tested. Reliability ethics and limitations are briefly discussed. Overall this is an effective chapter that promises much in terms of the analysis and demonstrates a good level of understanding of the process of data collection

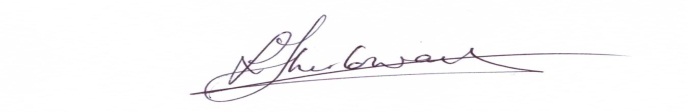
**Results, discussion, conclusion recommendations, and presentation (40% marks available ) 33**

The descriptive statistics are appropriate and relevant to setting the ‘scene’ for the analysis. Although descriptive in terms of the comments overall and sometimes telling us what we can see in the charts this was not over laboured as is sometimes the case. However, the consequent analysis is of high quality and uses statistical tests that are rather unexpected in masters research. Indeed, it tested my own knowledge of quantitative analysis despite some experience of supervising theses that have used some of the statistical approaches included in this study. Despite my concerns of a masters student doing an analysis that is somewhat advanced, the analysis is logical and follows a logical sequence of testing and it is clear that there is understanding of the tests and what the data means. Indeed, issues such as multicollinearity, model fit, and goodness of fit are considered appropriately and in context which is surprising at this level of degree. The reader is led through the key steps of the analysis and knowledge and understanding are demonstrated and the outcomes to the hypotheses are clearly noted. Throughout, where relevant, reference to literature is made and overall, this is an excellent analysis that demonstrates significant understanding of the tests and the application to the focus of this study. The chapter ends by addressing the overall outcomes and implicitly answers the research question.

Although the final chapter does not fully follow the approach often found in masters dissertations, the chapter starts with discussion of the findings related to key relevant literature. In place of conclusions as such, contributions of this study are noted. Whilst normally at masters level I would suggest that any real contribution is unlikely, in this particular case the care in designing the fieldwork and analysing the data both of which were done to a high level do seem to have made contributions for the Belize Government and points relating to both the contributions and the recommendations are well made and supported by the study overall. It was a nice touch to split the recommendations into academic and practitioner and policy makers.

Overall this part of the dissertation is of a very high standard , particularly the data analysis.

**Marker’s Name Dr Lynn Thurloway**

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**Date August 2021**

Dissertation-Grade Descriptors

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| **Criteria** | **Key factors to be considered** | **Outstanding**  **90% – 100%** | **Excellent**  **80% – 89%** | **Very good**  **70% – 79%** | **Good**  **60% –69%** | **Satisfactory**  **50% – 59%** | **Unsatisfactory**  **40% – 49%** | **Inadequate**  **30% – 39%** | **Poor**  **20% – 29%** | **Very poor**  **10% –19%** | **Extremely**  **poor 0%– 9%** |
| **Abstract, Introduction and literature review (40% marks available)** | Statement of research purpose and objectives.  Extent, depth, currency of literature review and referencing | Insightful very critical and coherent, very clear aims and objectives  demonstrates the ability to pursue research at Doctoral level  Exceptional knowledge and outstanding conceptual understanding and ability to handle very complex issues and theories and/or specialised principles and concepts  Development and advancement of ideas and practice  Extensive in depth coherent, logical literature review. | Insightful coherent very clear aims and objectives together with a clear precision of thought  Extensive in depth coherent, logical literature review, very critical in nature  Demonstrate excellent knowledge, very complex issues handled with very clear logical outcome | Clear coherent aims and objectives in a structured way and justified  In depth coherent, logical literature review, very critical in nature  Complex issues handled with clear logical outcome | Coherent statement of aims and objectives argued in a structured way  A broad and deep literature review with critical analysis and logical, justified outcome | Logical clear aims and objectives  Wide review, lacking depth but some evidence of critical evaluation, satisfactory knowledge and understanding of main issues. The outcome may lack clear justification | Attempt at aims and objectives but lacking a clear rationale Limited review, descriptive in nature and may show lack of knowledge and a clear outcome | Broad, unclear aims and objectives  Very limited review and inappropriate use of literature. | Very broad  , unclear inconsistent aims and objectives  Poor identification of relevant literature and inaccurate use of theory/theories No or little evidence of reading outside of any course material | Unrealistic, very ambiguous aims and objectives  Fail to identify relevant literature. | Little or no evidence of aims and objectives  No evidence of literature. |
| **Methodology**  **(20% marks available)** | **a**)Research design  b)Defence of chosen methodology  c)appropriate data collected | Outstandingly well-developed very rigorous methodology which delivers objectives, incorporating outcomes of literature review. Collection of highly pertinent data; exceptionally strong and coherent arguments | Rigorously developed justified methodology which delivers objectives,  Data collection of high standard; Very good coherent arguments | Data collection of very good standard; Very well-developed analytical skills; Coherent arguments | Good data collection; Well-developed analytical skills; Sound arguments | Adequate data collection and analytical skills with acceptable arguments | Weakness in methods chose  minimal data collected Evidence of some analytical skills | Difficult to link to objectives  Some engagement with primary and secondary data. | Insufficient use of primary data and secondary data. Unsatisfactory level of analysis | Completely inappropriate methodology  Inappropriate data collected. | No serious attempt on methodology  No data |
| **Results, discussion, conclusion recommendations, and presentation (40% marks available)** | **a**) Meaningful data analysis  b)Conclusions and link to aims objectives and literature review  c)Clear recommendations for future  d)Handling of concepts, models and theories  e)Presentation | Outstanding discussion high standard critical interpretations critical analysis well integrated in literature and theory adopted  Has total control of all relevant material. Shows outstanding insight and an ability to structure and synthesise material. Work of the highest order. Own ideas based on many sources  Expression/style/ grammar outstanding. With some re-writing could be publishable in an academic journal | Excellent discussion critical interpretations critical analysis well integrated in literature  Creative &/or original work  Exceptionally well written / illustrated; polished & fluent | Effective analysis utilising the correct tools and techniques  A critical evaluation against objectives and literature review  Clear valid discussion linking findings, objectives and previous research  Considerable ability and maturity in handling concepts and theories  Very high standard of presentation, layout, grammar | Good analysis going beyond pure description with sound evaluation against objectives and literature review  linking findings with previous research  Coherent , soundly structured and well written with good grammar | A pure simple descriptive presentation  Limited evaluation against objectives and literature review  relevance to findings and objectives but may lack links to previous research  Adequate handling of theories and concepts  Acceptable with sound structure and coherent | Insufficient data analysis and discussion of data  little evaluation against objectives and literature review  conclusions not necessarily relevant to objectives and previous research, i.e. imposed  limited ability to handle concepts or theories  some attempt to structure but unclear in places and with format/  grammar errors | Weakness in analysis and discussion of data  limited evaluation of data to literature review or objectives  conclusions weak and limited to description of findings  little ability to handle concepts/  theories  unsatisfactorily presented &/or un-satisfactorily written / illustrated | limited effort on discussion and analysis  No evaluation of data to literature review or objectives  conclusions very weak and limited to description of findings  no ability to handle concepts/theories difficult to read, poor grammar and format | Very limited effort on discussion Inaccurate data analysis  Inaccurate conclusions  very difficult to read, very poor grammar and format | No serious attempt on data analysis , interpretations, and conclusions  Completely inappropriate presentation |