



Report on the part of the final state examination Record of the thesis defence

Academic year: 2022/2023

Student's name and surname: Yu Zhong
Student's ID: 56333798

Type of the study programme: Master's (post-Bachelor)
Study programme: International Masters in Economy, State and Society with specialisation in Economy and Business

Study ID: 722018

Title of the thesis: Customer Satisfaction's Mediation Role in the Relationship Between Service Quality and Customer Loyalty: Evidence From ČSOB
Thesis department: Department of Russian and East European Studies (23-KRVS)
Language of the thesis: English
Language of defence: English
Advisor: Ing. Marek Vokoun, Ph.D.
Reviewer(s): Dr. Ilias Chondrogiannis
Mgr. Michal Paulus

Date of defence: 18.09.2023 **Venue of defence:** Jinonice, U Kříže 8
Attempt: regular

Course of defence: Defence: reviewers propose B/65, C/63 and B/65, average mark is C/64. All reviewers were claiming that the main problem of the dissertation is that it could be done in a better way (context, explanation why certain methods were used, better editing etc). Dissertation is good, however, it does not meet demands for A, hence the final verdict is B/66.

Result of defence: excellent (B)

Chair of the board: doc. PhDr. Jiří Vykoukal, CSc. (present)

Committee members: Mgr. Karel Svoboda, Ph.D. (present)
Mgr. Ing. Petra Cibulková (present)