**Example 1: Annotated bibliography assignment**

**1. Athanassopoulos, Antreas D. "Customer Satisfaction Cues to Support Market Segmentation and Explain Switching Behavior." Journal of Business Research, vol. 47, no. 3, Mar. 2000, p. 203.**

In this article Athanassopoulos et al review the factors that influencee customer behaviour. The authors take a deep dive into how customer satisfaction is associated with value and other attributes. They also analyzed how price and other external factors can be a deciding factor for switching brands or switching products. This article is very important for researchers or students who are willing to know more about how different factors affect customer behavior or consumer choice.

**2. C. Cuesta, et al. "The Digital Transformation of the Banking Industry." BBVA Research Digital Watch, 16 Aug. 2015, p. 152-156.**

C. Cuesra et al. has discovered consumers have gotten used to digital financial services and there has been an uprise for digital financial demand. For this rising day to day financial demands all the fintech farms are expanding and there are new service providers increasing day by day. The consumers want a 24/7 that they can use for their financial needs. This article is needed for my research into customer perspective of a mobile financial service as it sheds light on how the new customers are moving forward to an online approach.

**3. Wang, Yi-Shun, et al. "Determinants of User Acceptance of Internet Banking: An Empirical Study." International Journal of Service Industry Management, 2006, p. 501-519.**

Wang et al. eviewed that credibility is one of the factors that influence people’s trust in Internet banking. Since there are a lot of people who are in the uneducated or they have distrust in technology and the internet, they often stray away from the path of internet banking and go for traditional banking. The authors found majority of the new consumers or young people are more lenient towards internet banking because they don't want to go to the banks, fill up paperworks and stand in line for long hours. The old people often stray away from the path of Internet banking and go for traditional banking. This paper discusses issues regarding how credible a digital financial service is to regular people, hence it holds a lot of value for my research.

**Example 2: Annotated bibliography assignment**

The impact of Political Radical Right parties on policy making in the EU

**1. Wonka, A., De Bruycker, I., De Bièvre, D., Braun, C. and Beyers, J., 2018. Patterns of Conflict and Mobilization: Mapping Interest Group Activity in EU Legislative Policymaking. Politics and Governance, 6(3), pp.136-146.**

The research into right radical parties requires invasive investigation styles as transparency is not common. Unlike many previous studies, this one used a policy-centered research approach, looking at patterns of mobilization and conflict of interest group activity in EU legislative legislation. This gives a major and crucial judgment of whether those groups are at odds. As a result, we may conclude that such organizations have little to no effect on EU policymaking. The results, however, differed depending on the ideas. The study provided valuable information that helped in comprehending the centralization of interest groups and cross-examining their potential conflict of interest in particular policies, which helps me with my thesis research.

**2. Meijers, M.J. (2017). Radical Right and Radical Left Euroscepticism. A Dynamic Phenomenon. Available at: https://hdl.handle.net/2066/178381 [Accessed 10 Nov. 2021].**

The political success of Eurosceptic parties, as well as the far right's and left's emphasis on the EU problem, has prompted mainstream political parties to respond strategically. As Malmqvist, K. showed that the age of deeper integration promised by the Maastricht Treaty (1992) represented a major change for extreme right Euroscepticism, with far-right voter hostility to the EU increasing considerably since the Maastricht Treaty. Even though today's extreme right parties are the most vocal opponents of the EU, the study indicated that several important radical right groups backed European unity in the past. Such an article provides crucial information and examples of how Eurosceptic parties and voters unite in opposition to European unification and integration, as it was shown in Brexit for an example.

**3. Malmqvist, K. (2019). Theatrical manipulation and seductive sentimentality: constructions of empathy in Swedish online far-right discourse about EU-migrants. Emotions and Society, 1(2), pp.197–214.**

In 2015, immigration became a concern for the EU, and a nation like Sweden, which has a strong economic and political foundation, is one of the most powerful opponents of immigration. Far-right groups utilize the media to oppose regulations, whether they are targeting minorities (including EU citizens), refugees, or immigrants. With the public's strong reaction to such groups, empathy for those groups is growing. According to Malmqvist, far-right groups disassociate themselves from the Swedish society's origins in compassion and empathy, presenting themselves as enraged Swedes by even EU immigration. The study is unusual in that it depicts how the far right tempts people to break relationships inside EU nations by discriminating against one another, demonstrating how fragile the European countries' ties are.

**Example 3: Annotated bibliography assignment**

**1. Castaneda, D., Manrique, L. and Cuellar S. 2018 ‘Is organizational learning being absorbed by knowledge management? A systematic review’, Journal of Knowledge Management vol. 22, no. 2, pp. 299-325.\**

The article provided a base in understanding the relationship between knowledge management and organizational learning. The study highlighted how each department in an organization can lead to better organizational performance as a whole. The department of Human Resources was observed to of significant importance which can lead to bring changes in the collective knowledge amongst peers (Castaneda et al.,2018). The information in this article can prove beneficial in understanding how different business functions of a company can be aligned to share and expand knowledge and to perform better. This will be particularly useful in my thesis to narrow down the most relevant business functions within a company and to focus on these functions.

**2. Nascimento, L., Reichert, F., Janissek-Muniz, R. and Zawislak, P.A. (2021), ‘Dynamic interactions among knowledge management, strategic foresight and emerging technologies’, Journal of Knowledge Management, vol. 25, no. 2, pp. 275-297.**

Technology and modern technological tools play a vital role in the progress of a company. A clear and concise Strategic foresight can aid in the development of best practices for usage of such tools (Nascimento et al., 2021). A comprehensive and conceptual framework can lead the pathway to better use of the existing knowledge. This study concluded that the dynamic interactions between these higher strategic departments can often bring positive outcomes if they are assisted with the proper tools to achieve them faster and in an efficient manner. Since technology is ever-emerging and changing, the article also leaves the scope for future research in this area as new tools and techniques will be developed. This article helped me to understand how technological tools can be used in a company to leverage its position in the industry.

**3. Muhammed, S. and Zaim, H. (2020), ‘Peer knowledge sharing and organizational performance: the role of leadership support and knowledge management success’, Journal of Knowledge Management, vol. 24, no. 10, pp. 2455-2489.**

This article emphasises on the importance of knowledge sharing between employees. Knowledge sharing leads to the value creation within an organisation. The article also takes into consideration the negative factors like unwillingness or demotivation withing employees and its subsequent effect on the overall business process. It can be generalised that the ground level employees have the most in-depth knowledge but it is the employees in managerial positions who often have all the resources to bring about structural changes (Muhammed and Zaim, 2020). An interesting factor that I found useful in this article was the consideration of the negative behaviour of employees towards knowledge sharing and it’s influence on the company. This article also opens up the floor for further research in the areas related to improving employee satisfaction at workplace for better peer knowledge management.