

DAFTAR PUSTAKA

- Aaker, D. A., Kumar, V., & Day, G. S. (2008). *Marketing research*: John Wiley & Sons.
- Abd-El-Salam, E. M., Shawky, A. Y., & El-Nahas, T. (2013). The impact of corporate image and reputation on service quality, customer satisfaction and customer loyalty: testing the mediating role. Case analysis in an international service company. *The Business & Management Review*, 3(2), 177.
- Abrams, D. E., & Hogg, M. A. (1990). *Social identity theory: Constructive and critical advances*: Springer-Verlag Publishing.
- Adams, B. N. (1967). Interaction theory and the social network. *Sociometry*, 64-78.
- Adams, J. S., & Freedman, S. (1976). Equity theory revisited: Comments and annotated bibliography *Advances in experimental social psychology* (Vol. 9, pp. 43-90): Elsevier.
- Ageeva, E., Melewar, T., Foroudi, P., Dennis, C., & Jin, Z. (2018). Examining the influence of corporate website favorability on corporate image and corporate reputation: Findings from fsQCA. *Journal of Business Research*, 89, 287-304.
- Aksan, N., Kısac, B., Aydın, M., & Demirbuken, S. (2009). Symbolic interaction theory. *Procedia-Social and Behavioral Sciences*, 1(1), 902-904.
- Akter, S., Wamba, S. F., & D'Ambra, J. (2019). Enabling a transformative service system by modeling quality dynamics. *International Journal of Production Economics*, 207, 210-226.
- Albaity, M., & Melhem, S. B. (2017). Novelty seeking, image, and loyalty—The mediating role of satisfaction and moderating role of length of stay: International tourists' perspective. *Tourism management perspectives*, 23, 30-37.
- Alhelalat, J. A., Ma'moun, A. H., & Twaissi, N. M. (2017). The impact of personal and functional aspects of restaurant employee service behaviour on customer satisfaction. *International Journal of Hospitality Management*, 66, 46-53.
- Ali, F., Kim, W. G., & Ryu, K. (2016). The effect of physical environment on passenger delight and satisfaction: Moderating effect of national identity. *Tourism Management*, 57, 213-224.

- Alloy, L. B., & Tabachnik, N. (1984). Assessment of covariation by humans and animals: The joint influence of prior expectations and current situational information. *Psychological review*, 91(1), 112.
- Alma, B. (2004). Manajemen pemasaran dan pemasaran jasa. *Bandung: Alfabeta*.
- Altinay, L., Song, H., Madanoglu, M., & Wang, X. L. (2019). The influence of customer-to-customer interactions on elderly consumers' satisfaction and social well-being. *International Journal of Hospitality Management*, 78, 223-233.
- Alwin, D. F. (1987). Distributive justice and satisfaction with material well-being. *American Sociological Review*, 83-95.
- Anderson, E. W., & Sullivan, M. W. (1993). The antecedents and consequences of customer satisfaction for firms. *Marketing science*, 12(2), 125-143.
- Anderson, R. E. (1973). Consumer dissatisfaction: The effect of disconfirmed expectancy on perceived product performance. *Journal of marketing research*, 10(1), 38-44.
- Andreassen, T. W. (2001). From disgust to delight: do customers hold a grudge? *Journal of Service Research*, 4(1), 39-49.
- Anning-Dorson, T., Hinson, R. E., Amidu, M., & Nyamekye, M. B. (2018). Enhancing service firm performance through customer involvement capability and innovativeness. *Management Research Review*.
- Anonim. (2019). Perkembangan Data Usaha Mikro, Kecil, Menengah (UMKM) Dan Usaha Besar (UB). from <https://kemenkopukm.go.id/data-umkm>
- Ardiansyah, F. N., Yuniawati, Y., & Ridwanudin, O. (2019). *The Influence of Airport Service Quality toward Passenger Satisfaction*. Paper presented at the 3rd International Seminar on Tourism (ISOT 2018).
- Ariani, S., Firdaus, M. R., & Hairudinor, H. (2019). Analysis Of The Influence Of Service Quality, Price, Trust And Corporate Image On Satisfaction And Customer Loyalty In PT. Pos Indonesia Banjarmasin. *European Journal of Management and Marketing Studies*.
- Ashraf, S., Ilyas, R., Imtiaz, M., & Ahmad, S. (2018). Impact of service quality, corporate image and perceived value on brand loyalty with presence and absence of customer satisfaction: A study of four service sectors of Pakistan. *Sciences*, 8(2), 452-474.
- Augustyn, M. (1998). The road to quality enhancement in tourism. *International Journal of Contemporary Hospitality Management*, 10(4), 145-158.

- Austin, W., & Walster, E. (1974). Reactions to confirmations and disconfirmations of expectancies of equity and inequity. *Journal of Personality and Social Psychology*, 30(2), 208.
- Avlonitis, G. J., & Gounaris, S. P. (1999). Marketing orientation and its determinants: an empirical analysis. *European Journal of marketing*, 33(11/12), 1003-1037.
- Baker, J. (1987). The role of environment in marketing service: The consumer perspective. *John A, Czepid et al., eds, The Service Challenge: Integrating for Competitive Advantage*, 79-84.
- Baker, J. (1987). The role of the environment in marketing service; the consumer perspective. in the service challenge. *Integrating for complete Advantage. Czepeil, J. A., Congram. CA and Shanahan, J. eds.*
- Baker, J., Grewal, D., & Parasuraman, A. (1994). The influence of store environment on quality inferences and store image. *Journal of the Academy of Marketing Science*, 22(4), 328-339.
- Bakshi, S. (2012). Impact of gender on consumer purchase behaviour. *Journal of Research in Commerce and Management*, 1(9), 1-8.
- Bales, R. (2017). *Social interaction systems: Theory and measurement*: Routledge.
- Balmer, J. M. (1995). Corporate branding and connoisseurship. *Journal of General management*, 21(1), 24-46.
- Bartlett, M. S. (1950). Tests of significance in factor analysis. *British Journal of statistical psychology*, 3(2), 77-85.
- Basrowi, M. (2005). Pengantar sosiologi. *Bogor: Ghalia Indonesia*.
- Bataineh, A. Q. (2015). The impact of perceived e-WOM on purchase intention: The mediating role of corporate image. *International Journal of Marketing Studies*, 7(1), 126.
- Bateson, J., Czpiel, J., Solomon, R., & Surprenant, C. (1985). The service encounter: Managing employee/customer interaction in service businesses. *Perceived control and the service encounter*, 67-82.
- Bateson, J. E. (1977). Do we need service marketing? Marketing Consumer Services: New Insights. P. Eiglier et al., eds. Cambridge, MA: Marketing Science Institute: report.
- Bateson, J. E. (1992). *Managing services marketing: Text and readings*. London: Dryden Press.

- Bayer, J. B., Ellison, N. B., Schoenebeck, S. Y., & Falk, E. B. (2016). Sharing the small moments: ephemeral social interaction on Snapchat. *Information, Communication & Society, 19*(7), 956-977.
- Bearden, W. O. (1977). Determinant attributes of store patronage-downtown versus outlying shopping centers. *Journal of Retailing, 53*(2), 15-&.
- Bearden, W. O., & Teel, J. E. (1983). Selected determinants of consumer satisfaction and complaint reports. *Journal of marketing research, 20*(1), 21-28.
- Becker, G. S. (1974). A theory of social interactions. *Journal of political economy, 82*(6), 1063-1093.
- Ben-Sira, Z. (1976). The function of the professional's affective behavior in client satisfaction: A revised approach to social interaction theory. *Journal of Health and Social Behavior, 3*-11.
- Berman, B. R., & Evans, J. R. (2010). *Retail Management: A Strategic Approach (11th)*: Boston, MA: Prentice Hall.
- Bernard, R. (2007). *Teori Sosiologi Modern*. Jakarta: Prestasi Pusaka.
- Bernhardt, K. L., Donthu, N., & Kennett, P. A. (2000). A longitudinal analysis of satisfaction and profitability. *Journal of Business Research, 47*(2), 161-171.
- Berry, L. L. (1975). Personalizing the bank: Key opportunity in bank marketing. *Bank Marketing, 8*(April), 22-25.
- Bhat, D. A. R., & Sharma, V. (2022). Enabling service innovation and firm performance: the role of co-creation and technological innovation in the hospitality industry. *Technology Analysis & Strategic Management, 34*(7), 774-786.
- Bitner, M. J. (1990). Evaluating service encounters: the effects of physical surroundings and employee responses. *Journal of Marketing, 54*(2), 69-82.
- Bitner, M. J. (1992). Servicescapes: The impact of physical surroundings on customers and employees. *Journal of Marketing, 56*(2), 57-71.
- Bitner, M. J., Booms, B. H., & Tetreault, M. S. (1990). The service encounter: diagnosing favorable and unfavorable incidents. *Journal of Marketing, 54*(1), 71-84.
- Bitner, M. J., & Hubbert, A. R. (1994). Encounter satisfaction versus overall satisfaction versus quality. *Service quality: New directions in theory and practice, 34*, 72-94.

- Bloemer, J., & De Ruyter, K. (1998). On the relationship between store image, store satisfaction and store loyalty. *European Journal of marketing*, 32(5/6), 499-513.
- Bloemer, J., De Ruyter, K., & Peeters, P. (1998). Investigating drivers of bank loyalty: the complex relationship between image, service quality and satisfaction. *International Journal of bank marketing*, 16(7), 276-286.
- Bolger Jr, J. F. (1959). How to evaluate your company image. *Journal of Marketing*, 24(2), 7-10.
- Booms, B. H., & Bitner, M. J. (1982). Marketing services by managing the environment. *Cornell Hotel and Restaurant Administration Quarterly*, 23(1), 35-40.
- Bowen, D. E., & Waldman, D. A. (1999). Customer-driven employee performance. *Pulakos (Eds.), The changing nature of performance*, 154, 191.
- Brady, M. K., & Cronin Jr, J. J. (2001). Some new thoughts on conceptualizing perceived service quality: a hierarchical approach. *Journal of Marketing*, 65(3), 34-49.
- Brändle, L., Berger, E. S., Golla, S., & Kuckertz, A. (2018). I am what I am-How nascent entrepreneurs' social identity affects their entrepreneurial self-efficacy. *Journal of Business Venturing Insights*, 9, 17-23.
- Brännback, M. (1997). Is the Internet changing the dominant logic of marketing? *European management journal*, 15(6), 698-707.
- Breakwell, G., Collie, A., Harrison, B., & Propper, C. (1984). Attitudes towards the unemployed: Effects of threatened identity. *British Journal of Social Psychology*.
- Brehm, J. W., & Cohen, A.R. . (1962). *Explorations in cognitive dissonance*. New York: Wiley.
- Brewer, M. B. (1993). Social identity, distinctiveness, and in-group homogeneity. *Social cognition*, 11(1), 150-164.
- Brockner, J., & Adsit, L. (1986). The moderating impact of sex on the equity-satisfaction relationship: A field study. *Journal of Applied Psychology*, 71(4), 585.
- Burke, P. J. (1980). The self: Measurement requirements from an interactionist perspective. *Social psychology quarterly*.
- Burke, P. J. (1991). Identity processes and social stress. *American Sociological Review*, 56(6), 836-849.

- Burke, P. J. (1997). An identity model for network exchange. *American Sociological Review*, 134-150.
- Burke, P. J., & Reitzes, D. C. (1981). The link between identity and role performance. *Social psychology quarterly*, 44(2), 83-92.
- Burke, P. J., & Tully, J. C. (1977). The measurement of role identity. *Social forces*, 55(4), 881-897.
- Burton, L. J., & Mazerolle, S. M. (2011). Survey instrument validity part I: Principles of survey instrument development and validation in athletic training education research. *Athletic Training Education Journal*, 6(1), 27-35.
- Butcher, K., Sparks, B., & O'Callaghan, F. (2001). Evaluative and relational influences on service loyalty. *International Journal of Service Industry Management*, 12(4), 310-327.
- Calder, B. J., & Burnkrant, R. E. (1977). Interpersonal influence on consumer behavior: An attribution theory approach. *Journal of Consumer Research*, 4(1), 29-38.
- Camisón, C., & Monfort-Mir, V. M. (2012). Measuring innovation in tourism from the Schumpeterian and the dynamic-capabilities perspectives. *Tourism Management*, 33(4), 776-789.
- Caplan, S. E. (2003). Preference for online social interaction: A theory of problematic Internet use and psychosocial well-being. *Communication research*, 30(6), 625-648.
- Cardozo, R. N. (1965). An experimental study of customer effort, expectation, and satisfaction. *Journal of Marketing Research*, 2, 2, 244-249.
- Carlsmith, J. M., & Aronson, E. (1963). Some hedonic consequences of the confirmation and disconfirmation of expectancies. *The Journal of Abnormal and Social Psychology*, 66(2), 151.
- Carman, J. M., & Langeard, E. (1980). Growth strategies for service firms. *Strategic Management Journal*, 1(1), 7-22.
- Carmona, M., Tiesdell, S., Heath, T., & Oc, T. (2010). Public places. *Urban Places*.
- Chajet, C. (1989). The making of a new corporate image. *Journal of Business Strategy*, 10(3), 18-20.
- Chang, K. (2000). The impact of perceived physical environments on customers' satisfaction and return intentions. *Journal of Professional Services Marketing*, 21(2), 75-85.

- Chang, N.-J., & Fong, C.-M. (2010). Green product quality, green corporate image, green customer satisfaction, and green customer loyalty. *African Journal of Business Management*, 4(13), 2836-2844.
- Chen, C. M., Chen, S. H., & Lee, H. T. (2013). Interrelationships between physical environment quality, personal interaction quality, satisfaction and behavioural intentions in relation to customer loyalty: The case of Kinmen's bed and breakfast industry. *Asia Pacific Journal of Tourism Research*, 18(3), 262-287.
- Chen, H.-S., & Hsieh, T. (2011). The effect of atmosphere on customer perceptions and customer behavior responses in chain store supermarkets. *African Journal of Business Management*, 5(24), 10054-10066.
- Chen, W.-J., & Chen, M.-L. (2014). Factors affecting the hotel's service quality: Relationship marketing and corporate image. *Journal of hospitality marketing & management*, 23(1), 77-96.
- Cheng, X., Long, R., Chen, H., & Yang, J. (2019). Does social interaction have an impact on residents' sustainable lifestyle decisions? A multi-agent stimulation based on regret and game theory. *Applied Energy*, 251, 113366.
- Chien, L., & Chi, S. (2019). Corporate image as a mediator between service quality and customer satisfaction: difference across categorized exhibitors. *Heliyon*, 5(3), e01307.
- Christian, R. C. (1959). How Important Is the Corporate Image? *Journal of Marketing*, 24(2), 79-80.
- Chung, J. E. (2013). Social interaction in online support groups: Preference for online social interaction over offline social interaction. *Computers in Human Behavior*, 29(4), 1408-1414.
- Churchill Jr, G. A. (1979). A paradigm for developing better measures of marketing constructs. *Journal of marketing research*, 16(1), 64-73.
- Churchill Jr, G. A., & Surprenant, C. (1982). An investigation into the determinants of customer satisfaction. *Journal of marketing research*, 19(4), 491-504.
- Clemes, M. D., Gan, C., & Ren, M. (2011). Synthesizing the effects of service quality, value, and customer satisfaction on behavioral intentions in the motel industry: An empirical analysis. *Journal of Hospitality & Tourism Research*, 35(4), 530-568.
- Clemes, M. D., Gan, C. E., & Kao, T.-H. (2007). University student satisfaction: An empirical analysis. *Journal of Marketing for Higher Education*, 17(2), 292-325.

- Coban, S. (2012). The effects of the image of destination on tourist satisfaction and loyalty: The case of Cappadocia. *European Journal of Social Sciences*, 29(2), 222-232.
- Cohen, J. B., & Goldberg, M. E. (1970). The dissonance model in post-decision product evaluation. *Journal of marketing research*, 7(3), 315-321.
- Conner, K. A., Powers, E. A., & Bultena, G. L. (1979). Social interaction and life satisfaction: An empirical assessment of late-life patterns. *Journal of Gerontology*, 34(1), 116-121.
- Cook, K. S., & Yamagishi, T. (1983). Social determinants of equity judgments: The problem of multidimensional input. *Equity theory: Psychological and sociological perspectives*, 95-126.
- Costley, J., & Lange, C. (2016). The effects of instructor control of online learning environments on satisfaction and perceived learning. *Electronic Journal of e-Learning*, 14(3), 169-180.
- Cowell, D. W. (1988). New service development. *Journal of Marketing Management*, 3(3), 296-312.
- Cunningham, W. A., Preacher, K. J., & Banaji, M. R. (2001). Implicit attitude measures: Consistency, stability, and convergent validity. *Psychological science*, 12(2), 163-170.
- Czepiel, J. A. (1990). Service encounters and service relationships: implications for research. *Journal of Business Research*, 20(1), 13-21.
- Czepiel, J. A., Solomon, M. R., Surprenant, C. F., & Gutman, E. G. (1985). Service encounters: an overview. *The service encounter: Managing employee/customer interaction in service businesses*, 3-16.
- Dachyar, M., & Hananto, L. (2014). Innovation and quality service factors to customer loyalty in Indonesia telecommunication company by using structural equation modeling method. *Management and Technology in Knowledge, Service, Tourism & Hospitality*, 1, 41-44.
- Darley, J. M., & Fazio, R. H. (1980). Expectancy confirmation processes arising in the social interaction sequence. *American psychologist*, 35(10), 867.
- Davidson, D. S. (1978). How to succeed in a service industry-turn the organization chart upside down. *Management review*, 67(4), 13-16.
- De Brentani, U. (2001). Innovative versus incremental new business services: different keys for achieving success. *Journal of Product Innovation Management: AN INTERNATIONAL PUBLICATION OF THE PRODUCT DEVELOPMENT & MANAGEMENT ASSOCIATION*, 18(3), 169-187.

- de Leaniz, P. M. G., & del Bosque Rodríguez, I. R. (2016). Corporate image and reputation as drivers of customer loyalty. *Corporate Reputation Review*, 19(2), 166-178.
- Delone, W. H., & McLean, E. R. (2003). The DeLone and McLean model of information systems success: a ten-year update. *Journal of management information systems*, 19(4), 9-30.
- Dichter, E. (1985). What's in an image. *Journal of consumer marketing*, 2(1), 75-81.
- Dong, P., & Siu, N. Y.-M. (2013). Servicescape elements, customer predispositions and service experience: The case of theme park visitors. *Tourism Management*, 36, 541-551.
- Donnelly, J. H. (1976). Marketing intermediaries in channels of distribution for services. *Journal of Marketing*, 40(1), 55-57.
- Dowling, G. R. (1988). Measuring corporate images: A review of alternative approaches. *Journal of Business Research*, 17(1), 27-34.
- Doyle, P., & Fenwick, I. (1974). How store image affects shopping habits in grocery chains. *Journal of Retailing*, 50(4), 39-52.
- Driver, M. (2002). Exploring student perceptions of group interaction and class satisfaction in the web-enhanced classroom. *The Internet and Higher Education*, 5(1), 35-45.
- Easton, A. (1966). Corporate style versus corporate image. *Journal of marketing research*, 3(2), 168-174.
- Einhorn, H. J., & Hogarth, R. M. (1978). Confidence in judgment: Persistence of the illusion of validity. *Psychological review*, 85(5), 395.
- Ekinci, Y., & Dawes, P. L. (2009). Consumer perceptions of frontline service employee personality traits, interaction quality, and consumer satisfaction. *The Service Industries Journal*, 29(4), 503-521.
- El-Adly, M. I., & Eid, R. (2016). An empirical study of the relationship between shopping environment, customer perceived value, satisfaction, and loyalty in the UAE malls context. *Journal of Retailing and Consumer Services*, 31, 217-227.
- Ellis, R. J., & Holmes, J. G. (1982). Focus of attention and self-evaluation in social interaction. *Journal of Personality and Social Psychology*, 43(1), 67.
- Engel, J. F. a. B., R. D. . (1982). *Consumer behavior*. New York: Dryden Press.

- Ethier, K. A., & Deaux, K. (1994). Negotiating social identity when contexts change: Maintaining identification and responding to threat. *Journal of Personality and Social Psychology*, 67(2), 243.
- Fakharyan, M., Omidvar, S., Khodadadian, M. R., Jalilvand, M. R., & Nasrolahi Vosta, L. (2014). RETRACTED ARTICLE: Examining the Effect of Customer-to-Customer Interactions on Satisfaction, Loyalty, and Word-of-Mouth Behaviors in the Hospitality Industry: The Mediating Role of Personal Interaction Quality and Service Atmospherics. *Journal of Travel & Tourism Marketing*, 31(5), 610-626.
- Farkas, A. J., & Anderson, N. H. (1979). Multidimensional input in equity theory. *Journal of Personality and Social Psychology*, 37(6), 879.
- Fassnacht, M., & Koese, I. (2006). Quality of electronic services: conceptualizing and testing a hierarchical model. *Journal of Service Research*, 9(1), 19-37.
- Fauzia, M. (2018). Sri Mulyani: UMKM Serap 96 Persen Tenaga Kerja. Retrieved 12/08, 2019, from <https://ekonomi.kompas.com/read/2018/10/31/204100326/sri-mulyani--umkm-serap-96-persen-tenaga-kerja>
- Ferdinand, A. (2014). Metode Penelitian Manajemen edisi kelima. *Badan Penerbit Universitas Diponegoro*.
- Ferdinand, A. (2014). Pedoman Penelitian Untuk Penulisan Skripsi Tesis dan Disertasi Ilmu Manajemen: Metode Penelitian Manajemen: Semarang: Badan Penerbit Universitas Diponegoro.
- Festinger, L. (1954). A theory of social comparison processes. *Human Relations*, 7(2), 117-140.
- Festinger, L. (1957). *A theory of cognitive dissonance*. . Stanford: CA: Stanford University Press.
- Fielding, K. S., McDonald, R., & Louis, W. R. (2008). Theory of planned behaviour, identity and intentions to engage in environmental activism. *Journal of environmental psychology*, 28(4), 318-326.
- Fırat, A. F., & Dholakia, N. (2006). Theoretical and philosophical implications of postmodern debates: some challenges to modern marketing. *Marketing theory*, 6(2), 123-162.
- Fischer, E., & Reuber, A. R. (2011). Social interaction via new social media:(How) can interactions on Twitter affect effectual thinking and behavior? *Journal of business venturing*, 26(1), 1-18.

- Fisk, R. P., Patrício, L., Rosenbaum, M. S., & Massiah, C. (2011). An expanded servicescape perspective. *Journal of Service Management*.
- Fornell, C., Johnson, M. D., Anderson, E. W., Cha, J., & Bryant, B. E. (1996). The American customer satisfaction index: nature, purpose, and findings. *Journal of Marketing*, 60(4), 7-18.
- Fountain, E., Parker, I., & Samuels, J. (1986). The contribution of research to General Motors' corporate communications strategy in the UK. *Journal of the Market Research Society*, 28(1), 25-42.
- Freese, L., & Burke, P. J. (1994). Persons, identities, and social interaction. *Advances in group processes*, 11, 1-24.
- Frey, D., Irle, M., Möntmann, V., Kumpf, M., Ochsmann, R., & Sauer, C. (1982). Cognitive dissonance: Experiments and theory. *Studies in decision making*, 281-310.
- Froese, T., & Gallagher, S. (2012). Getting interaction theory (IT) together: integrating developmental, phenomenological, enactive, and dynamical approaches to social interaction. *Interaction Studies*, 13(3), 436-468.
- Gerrard, P., & Cunningham, B. (2001). Bank service quality: a comparison between a publicly quoted bank and a government bank in Singapore. *Journal of Financial Services Marketing*, 6(1), 50-66.
- Ghahtarani, A., Sheikhmohammady, M., & Rostami, M. (2020). The impact of social capital and social interaction on customers' purchase intention, considering knowledge sharing in social commerce context. *Journal of Innovation & Knowledge*, 5(3), 191-199.
- Ghazali, I. (2013). Aplikasi Analisis Multivariate Dengan Program IBM SPSS 21 Update PLS Regresi. *Semarang: Badan Penerbit Universitas Diponegoro*.
- Ghozali, I. (2008). *Model persamaan struktural: Konsep dan aplikasi dengan program AMOS 16.0*: Badan Penerbit Universitas Diponegoro.
- Ghozali, I., & Latan, H. (2014). PARTIAL LEAST SQUARES konsep, metode dan Aplikasi menggunakan program WarpPLS 4.0. *Semarang: Badan Penerbit Universitas Diponegoro*.
- Giles, H., & Johnson, P. (1981). The role of language in ethnic group relations. *Intergroup behavior*, 199-243.
- Glaser, B. G., & Strauss, A. L. (1964). Awareness contexts and social interaction. *American Sociological Review*, 669-679.

- Goffman, E. (1955). On face-work: An analysis of ritual elements in social interaction. *Psychiatry*, 18(3), 213-231.
- Gray, E. R., & Balmer, J. M. (1998). Managing corporate image and corporate reputation. *Long range planning*, 31(5), 695-702.
- Griffin, J. (1996). *Customer Loyalty: How to Earn It, How to Keep It*, New York: Simon and Chuster: Inc.
- Gronroos, C. (1977). The service marketing confusion and a service oriented approach to market planning. *European Journal of marketing*, 12, 588-601.
- Gronroos, C. (1983). Strategic Management and Marketing in the Service Sector [Press release]
- Grönroos, C. (1982). An applied service marketing theory. *European Journal of marketing*, 16(7), 30-41.
- Grönroos, C. (1984). A service quality model and its marketing implications. *European Journal of marketing*, 18(4), 36-44.
- Grönroos, C. (1990). *Service management and marketing: Managing the moments of truth in service competition*: Jossey-Bass.
- Gummesson, E. (1995). Relationship marketing: its role in the service economy. *Understanding services management*, 244, 68.
- Gürlek, M., Düzgün, E., & Meydan Uygur, S. (2017). How does corporate social responsibility create customer loyalty? The role of corporate image. *Social Responsibility Journal*, 13(3), 409-427.
- Gustafsson, A., Johnson, M. D., & Roos, I. (2005). The effects of customer satisfaction, relationship commitment dimensions, and triggers on customer retention. *Journal of Marketing*, 69(4), 210-218.
- Gustafsson, A., Snyder, H., & Witell, L. (2020). Service innovation: a new conceptualization and path forward (Vol. 23, pp. 111-115): Sage Publications Sage CA: Los Angeles, CA.
- Hair, J. F., Anderson, R., Tatham, R., & Black, W. (1998). *Multivariate data analysis* New Jersey: Prentice-Hall: Inc.
- Hair, J. F., Ringle, C. M., & Sarstedt, M. (2013). Partial least squares structural equation modeling: Rigorous applications, better results and higher acceptance. *Long range planning*, 46(1-2), 1-12.

- Hair Jr, J. F., Hult, G. T. M., Ringle, C. M., & Sarstedt, M. (2021). *A primer on partial least squares structural equation modeling (PLS-SEM)*: Sage publications.
- Hall, J. A. (2018). When is social media use social interaction? Defining mediated social interaction. *new media & society*, 20(1), 162-179.
- Hamidi, H., & Safareeyeh, M. (2019). A model to analyze the effect of mobile banking adoption on customer interaction and satisfaction: A case study of m-banking in Iran. *Telematics and Informatics*, 38, 166-181.
- Han, H. (2013). Effects of in-flight ambience and space/function on air travelers' decision to select a low-cost airline. *Tourism Management*, 37, 125-135.
- Han, H., & Hyun, S. S. (2017a). Impact of hotel-restaurant image and quality of physical-environment, service, and food on satisfaction and intention. *International Journal of Hospitality Management*, 63, 82-92.
- Han, H., & Hyun, S. S. (2017b). Impact of hotel-restaurant image and quality of physical-environment, service, and food on satisfaction and intention. *International Journal of Hospitality Management*, 63 (2017), 82-92.
- Han, H., Lee, K.-S., Chua, B.-L., Lee, S., & Kim, W. (2019). Role of airline food quality, price reasonableness, image, satisfaction, and attachment in building re-flying intention. *International Journal of Hospitality Management*, 80, 91-100.
- Han, H., & Ryu, K. (2009). The roles of the physical environment, price perception, and customer satisfaction in determining customer loyalty in the restaurant industry. *Journal of Hospitality & Tourism Research*, 33(4), 487-510.
- Hare, A. P. (1955). *Small groups: Studies in social interaction*: Books by Alumni. 331.
- Hari, R., & Kujala, M. V. (2009). Brain basis of human social interaction: from concepts to brain imaging. *Physiological reviews*, 89(2), 453-479.
- Harisman, D., Latief, A., Darti, D., Rimalia, W., Yusriadi, Y., Achmad, N., & Marbun, P. (2021). *The effect of drug prices, facilities on customer satisfaction through service quality*. Paper presented at the Proceedings of the International Conference on Industrial Engineering and Operations Management.
- Harmon-Jones, E., & Harmon-Jones, C. . (2007). Cognitive dissonance theory after 50 years of development. *Zeitschrift für Sozialpsychologie*, 38(1), 7-16.
- Harris, L. C., & Ezeh, C. (2008). Servicescape and loyalty intentions: an empirical investigation. *European Journal of marketing*, 42(3/4), 390-422.

- Hartline, M. D., & Ferrell, O. C. (1996). The management of customer-contact service employees: an empirical investigation. *Journal of Marketing*, 60(4), 52-70.
- Haslam, S. A., Oakes, P. J., McGarty, C., Turner, J. C., Reynolds, K. J., & Eggins, R. A. (1996). Stereotyping and social influence: The mediation of stereotype applicability and sharedness by the views of in-group and out-group members. *British Journal of Social Psychology*, 35(3), 369-397.
- Helson, H. (1964). Current trends and issues in adaptation-level theory. *American psychologist*, 19(1), 26.
- Henderson, S., Duncan-Jones, P., Byrne, D., & Scott, R. (1980). Measuring social relationships the interview schedule for social interaction. *Psychological medicine*, 10(4), 723-734.
- Herstein, R., Mitki, Y., & Jaffe, E. D. (2008). Communicating a new corporate image during privatization: the case of El Al airlines. *Corporate Communications: an international journal*, 13(4), 380-393.
- Hervé, C., & Mullet, E. (2009). Age and factors influencing consumer behaviour. *International Journal of Consumer Studies*, 33(3), 302-308.
- Hinkle, S., & Brown, R. (1990). Intergroup comparisons and social identity: Some links and lacunae. *Social identity theory: Constructive and critical advances*, 48, 70.
- Hoch, S. J., & Ha, Y.-W. (1986). Consumer learning: Advertising and the ambiguity of product experience. *Journal of Consumer Research*, 13(2), 221-233.
- Hogg, M. A. (2001). A social identity theory of leadership. *Personality and social psychology review*, 5(3), 184-200.
- Hogg, M. A., & Abrams, D. (1988). *Social Identification: A Social Psychology of Intergroup Relation and Group Processes*. London: Routledge.
- Hogg, M. A., & Abrams, D. (1990). Social motivation, self-esteem and social identity. *Social identity theory: Constructive and critical advances*, 28, 47.
- Hogg, M. A., & Hardie, E. A. (1992). Prototypicality, conformity and depersonalized attraction: A self-categorization analysis of group cohesiveness. *British Journal of Social Psychology*, 31(1), 41-56.
- Hogg, M. A., & Turner, J. C. (1985). Interpersonal attraction, social identification and psychological group formation. *European journal of social psychology*, 15(1), 51-66.

- Hooper, D., Coughlan, J., & R. Mullen, M. (2013). The servicescape as an antecedent to service quality and behavioral intentions. *Journal of Services Marketing*, 27(4), 271-280.
- Hornecker, E., & Buur, J. (2006). *Getting a grip on tangible interaction: a framework on physical space and social interaction*. Paper presented at the Proceedings of the SIGCHI conference on Human Factors in computing systems.
- Horton, D., & Richard Wohl, R. (1956). Mass communication and para-social interaction: Observations on intimacy at a distance. *Psychiatry*, 19(3), 215-229.
- Houston, M. J., & Nevin, J. R. (1981). Retail shopping area image: structure and congruency between downtown areas and shopping centers. *ACR North American Advances*.
- Howard, J. A., & Sheth, J. N. (1969a). *The theory of buyer behavior*. New-York: John Wiley & Sons.
- Howard, J. A., & Sheth, J. N. (1969b). The theory of buyer behavior. *New York*, 63.
- Hsu, T.-H., Her, S.-T., & Hou, J.-J. (2021). Developing Universally Applicable Service Quality Assessment Model Based on the Theory of Consumption Values, and Using Fuzzy Linguistic Preference Relations to Empirically Test Three Industries. *Mathematics*, 9(20), 2608.
- Huang, Y., Scott, N., Ding, P., & Cheng, D. (2012). Impression of Liusanjie: Effect of mood on experience and satisfaction. *International Journal of Tourism Research*, 14(1), 91-102.
- Huppertz, J. W. (1979). Measuring components of equity in the marketplace: perceptions of inputs and outcomes by satisfied and dissatisfied consumers. *New dimensions of consumer satisfaction and complaining behavior*, 140-143.
- Huppertz, J. W., Arenson, S. J., & Evans, R. H. (1978). An application of equity theory to buyer-seller exchange situations. *Journal of marketing research*, 15(2), 250-260.
- Hussein, A. S. (2018). Effects of Brand Experience on Brand Loyalty in Indonesian Casual Dining Restaurant: Roles of Customer Satisfaction and Brand of Origin. *Tourism and hospitality management*, 24(1), 119-132.
- Jamal, A., & Naser, K. (2002). Customer satisfaction and retail banking: an assessment of some of the key antecedents of customer satisfaction in retail banking. *International Journal of bank marketing*, 20(4), 146-160.

- Jap, S. D. (2001). The strategic role of the salesforce in developing customer satisfaction across the relationship lifecycle. *Journal of Personal Selling & Sales Management*, 21(2), 95-108.
- Jaw, C., Lo, J.-Y., & Lin, Y.-H. (2010). The determinants of new service development: Service characteristics, market orientation, and actualizing innovation effort. *Technovation*, 30(4), 265-277.
- Jeon, S., & Kim, M.-s. (2012). The effect of the servicescape on customers' behavioral intentions in an international airport service environment. *Service Business*, 6(3), 279-295.
- Jiang, J. J., Klein, G., & Crampton, S. M. (2000). A note on SERVQUAL reliability and validity in information system service quality measurement. *Decision Sciences*, 31(3), 725-744.
- Johne, A., & Storey, C. (1998). New service development: a review of the literature and annotated bibliography. *European Journal of marketing*, 32(3/4), 184-251.
- Johnson, E. M. (1969). Are goods and services different. *An Exercise in Marketing Theory: Washington University*.
- Johnson, M., & Zinkhan, G. M. (2015). *Defining and measuring company image*. Paper presented at the Proceedings of the 1990 Academy of Marketing Science (AMS) Annual Conference.
- Johnson, M. D., & Fornell, C. (1991). A framework for comparing customer satisfaction across individuals and product categories. *Journal of economic psychology*, 12(2), 267-286.
- Johnston, R. (1995). The zone of tolerance: exploring the relationship between service transactions and satisfaction with the overall service. *International Journal of Service Industry Management*, 6(2), 46-61.
- Johnston, R., & Lyth, D. (1988). *Service quality: integrating customer expectations and operational capability*. Paper presented at the The Proceedings of the QIS Symposium.
- Johnstone, M.-L. (2012). The servicescape: The social dimensions of place. *Journal of Marketing Management*, 28(11-12), 1399-1418.
- Joon Choi, B., & Sik Kim, H. (2013). The impact of outcome quality, interaction quality, and peer-to-peer quality on customer satisfaction with a hospital service. *Managing Service Quality: An International Journal*, 23(3), 188-204.

- Judd, R. C. (1968). Similarities or differences in product and service retailing. *Journal of Retailing*, 43(4), 1-9.
- Juhari, N. H., Ali, H. M., & Khair, N. (2012). *The shopping mall servicescape affects customer satisfaction*. Paper presented at the 3rd International Conference on Business and Economic Research (3rd ICBER 2012) Proceeding.
- Jung, I., Choi, S., Lim, C., & Leem, J. (2002). Effects of different types of interaction on learning achievement, satisfaction and participation in web-based instruction. *Innovations in education and teaching international*, 39(2), 153-162.
- Kandampully, J. (2000). The impact of demand fluctuation on the quality of service: a tourism industry example. *Managing Service Quality: An International Journal*, 10(1), 10-19.
- Kandampully, J., & Hu, H.-H. (2007). Do hoteliers need to manage image to retain loyal customers? *International Journal of Contemporary Hospitality Management*, 19(6), 435-443.
- Kang, G.-D. (2006). The hierarchical structure of service quality: integration of technical and functional quality. *Managing Service Quality: An International Journal*, 16(1), 37-50.
- Kartika, I., & Hariyati, T. (2018). Nelwati. Nurses–patients interaction model and outpatients' satisfaction on nursing care. *Nurse Care Open Acces J*, 5(2), 70-76.
- Kazoleas, D., Kim, Y., & Anne Moffitt, M. (2001). Institutional image: a case study. *Corporate Communications: an international journal*, 6(4), 205-216.
- Keller, K. L. (1993). Conceptualizing, measuring, and managing customer-based brand equity. *the Journal of Marketing*, 1-22.
- Kelley, H. H. (1967). *Attribution theory in social psychology*. Paper presented at the Nebraska symposium on motivation.
- Kelley, H. H. (1987). *Attribution in social interaction*. Paper presented at the Preparation of this paper grew out of a workshop on attribution theory held at University of California, Los Angeles, Aug 1969.
- Kelley, T. a. (1959). *The Social Psychology of Groups*. New York: Wiley.
- Kendon, A. (1970). Movement coordination in social interaction: Some examples described. *Acta psychologica*, 32, 101-125.

- Kettinger, W. J., & Lee, C. C. (1994). Perceived service quality and user satisfaction with the information services function. *Decision Sciences*, 25(5-6), 737-766.
- Kim, J.-H. (2018). The impact of memorable tourism experiences on loyalty behaviors: The mediating effects of destination image and satisfaction. *Journal of Travel Research*, 57(7), 856-870.
- Kim, W. G., & Moon, Y. J. (2009). Customers' cognitive, emotional, and actionable response to the servicescape: A test of the moderating effect of the restaurant type. *International Journal of Hospitality Management*, 28(1), 144-156.
- Knisely, G. (1979). Financial services marketers must learn packaged goods selling tools. *Advertising Age*, 50(19), 58-62.
- Kosslyn, S. M. (1975). Information representation in visual images. *Cognitive psychology*, 7(3), 341-370.
- Kotler, P. (1967). *Marketing Management: Analysis, Planning and Control*: Prentice-Hall.
- Kotler, P. (1973). Atmospheric as a marketing tool. *Journal of Retailing*, 49(4), 48-64.
- Kotler, P. (1976). *Marketing Management Analysis, Planning, and Control*. 3rd edn. Englewood Cliffs, NJ.: Prentice Hall.
- Kotler, P. (1991). *Marketing Management Analysis, Planning, and Control*, 7th edn. Englewood Cliffs, NJ: Prentice Hall.
- Kottasz, R. (2006). Understanding the influences of atmospheric cues on the emotional responses and behaviours of museum visitors. *Journal of Nonprofit & Public Sector Marketing*, 16(1-2), 95-121.
- Kristensen, K., Martensen, A., & Gronholdt, L. (1999). Measuring the impact of buying behaviour on customer satisfaction. *Total Quality Management*, 10(4-5), 602-614.
- Krogh, G. v., & Roos, J. (1996). A tale of the unfinished. *Strategic Management Journal*, 17(9), 729-737.
- Kumar, D. S., Purani, K., & Sahadev, S. (2017). Visual service scape aesthetics and consumer response: a holistic model. *Journal of Services Marketing*, 31(6), 556-573.
- Kumar, R. (2014). Impact of demographic factors on consumer behaviour-A consumer behaviour survey in Himachal Pradesh. *Global Journal of Enterprise Information System*, 6(2), 35-47.

- Kurucay, M., & Inan, F. A. (2017). Examining the effects of learner-learner interactions on satisfaction and learning in an online undergraduate course. *Computers & Education, 115*, 20-37.
- Ladhari, R., Souiden, N., & Dufour, B. (2017). The role of emotions in utilitarian service settings: The effects of emotional satisfaction on product perception and behavioral intentions. *Journal of Retailing and Consumer Services, 34*, 10-18.
- Lahap, J., Ramli, N. S., Said, N. M., Radzi, S. M., & Zain, R. A. (2016). A Study of Brand Image towards Customer's Satisfaction in the Malaysian Hotel Industry. *Procedia-Social and Behavioral Sciences, 224*, 149-157.
- Lai, F., Griffin, M., & Babin, B. J. (2009). How quality, value, image, and satisfaction create loyalty at a Chinese telecom. *Journal of Business Research, 62*(10), 980-986.
- Lawshe, C. H. (1975). A quantitative approach to content validity. *Personnel psychology, 28*(4), 563-575.
- LeBlanc, G. (1992). Factors affecting customer evaluation of service quality in travel agencies: An investigation of customer perceptions. *Journal of Travel Research, 30*(4), 10-16.
- LeBlanc, G., & Nguyen, N. (1996). Cues used by customers evaluating corporate image in service firms: An empirical study in financial institutions. *International Journal of Service Industry Management, 7*(2), 44-56.
- Lee, Y.-K., Lee, C.-K., Lee, S.-K., & Babin, B. J. (2008). Festivalscapes and patrons' emotions, satisfaction, and loyalty. *Journal of Business Research, 61*(1), 56-64.
- Lewin, K. (1938). *The conceptual representation and measurement of psychological forces*. Durham: NC: Duke University Press.
- Lewis, A. C., & Sherman, S. J. (2003). Hiring you makes me look bad: Social-identity based reversals of the ingroup favoritism effect. *Organizational Behavior and Human Decision Processes, 90*(2), 262-276.
- Li, X., & Petrick, J. F. (2008). Examining the antecedents of brand loyalty from an investment model perspective. *Journal of Travel Research, 47*(1), 25-34.
- Li, Y.-Q., & Liu, C.-H. (2019). The power of coworkers in service innovation: The moderating role of social interaction. *The International Journal of Human Resource Management, 30*(12), 1956-1976.
- Liang, L. J., Choi, H. C., & Joppe, M. (2018). Exploring the relationship between satisfaction, trust and switching intention, repurchase intention in the

- context of Airbnb. *International Journal of Hospitality Management*, 69, 41-48.
- Liao, H., & Chuang, A. (2004). A multilevel investigation of factors influencing employee service performance and customer outcomes. *Academy of Management journal*, 47(1), 41-58.
- Liat, C. B., Mansori, S., & Huei, C. T. (2014). The associations between service quality, corporate image, customer satisfaction, and loyalty: Evidence from the Malaysian hotel industry. *Journal of hospitality marketing & management*, 23(3), 314-326.
- Lim, J., Kim, M., Chen, S. S., & Ryder, C. E. (2008). An empirical investigation of student achievement and satisfaction in different learning environments. *Journal of Instructional Psychology*, 35(2), 113.
- Lin, I. Y. (2010). The interactive effect of Gestalt situations and arousal seeking tendency on customers' emotional responses: matching color and music to specific servicescapes. *Journal of Services Marketing*, 24(4), 294-304.
- Lin, I. Y., & Mattila, A. S. (2010). Restaurant servicescape, service encounter, and perceived congruency on customers' emotions and satisfaction. *Journal of hospitality marketing & management*, 19(8), 819-841.
- Lin, N.-P., Chiu, H.-C., & Hsieh, Y.-C. (2001). Investigating the relationship between service providers' personality and customers' perceptions of service quality across gender. *Total Quality Management*, 12(1), 57-67.
- Lindquist, J. D. (1974). Meaning of image-survey of empirical and hypothetical evidence. *Journal of Retailing*, 50(4), 29-+.
- Line, N. D., Hanks, L., & Kim, W. G. (2018). An expanded servicescape framework as the driver of place attachment and word of mouth. *Journal of Hospitality & Tourism Research*, 42(3), 476-499.
- Liu, L., Li, C., & Zhu, D. (2012). A new approach to testing nomological validity and its application to a second-order measurement model of trust. *Journal of the Association for Information Systems*, 13(12), 4.
- Locke, E. A. (1967). Relationship of success and expectation to affect on goal-seeking tasks. *Journal of Personality and Social Psychology*, 7 (2p1), 125.
- Locke, E. A. (1969). What is job satisfaction? *Organizational behavior and human performance*, 4(4), 309-336.
- Loi, L. T. I., So, A. S. I., Lo, I. S., & Fong, L. H. N. (2017). Does the quality of tourist shuttles influence revisit intention through destination image and

- satisfaction? The case of Macao. *Journal of Hospitality and Tourism Management*, 32, 115-123.
- Lombart, C., & Louis, D. (2014). A study of the impact of Corporate Social Responsibility and price image on retailer personality and consumers' reactions (satisfaction, trust and loyalty to the retailer). *Journal of Retailing and Consumer Services*, 21(4), 630-642.
- Lopes, P. N., Brackett, M. A., Nezlek, J. B., Schütz, A., Sellin, I., & Salovey, P. (2004). Emotional intelligence and social interaction. *Personality and social psychology bulletin*, 30(8), 1018-1034.
- Lopes, P. N., Salovey, P., Côté, S., Beers, M., & Petty, R. E. (2005). Emotion regulation abilities and the quality of social interaction. *Emotion*, 5(1), 113.
- Lovelock, C. H. (1983). Classifying services to gain strategic marketing insights. *Journal of Marketing*, 47(3), 9-20.
- Lucas, A. F. (2003). The determinants and effects of slot servicescape satisfaction in a Las Vegas hotel casino. *UNLV Gaming Research & Review Journal*, 7(1), 1.
- Ludlam, C. E. (1974). Abatement of Corporate Image Environmental Advertising. *Ecology LQ*, 4, 247.
- Lusch, R. F., Vargo, S. L., & O'Brien, M. (2007). Competing through service: Insights from service-dominant logic. *Journal of Retailing*, 83(1), 5-18.
- MacCallum, R. C., Widaman, K. F., Zhang, S., & Hong, S. (1999). Sample size in factor analysis. *Psychological methods*, 4(1), 84.
- MacKenzie, S. B., Podsakoff, P. M., & Podsakoff, N. P. (2011). Construct measurement and validation procedures in MIS and behavioral research: Integrating new and existing techniques. *MIS quarterly*, 293-334.
- Mahfud Sholihin, D. R. (2013). *Analisis SEM-PLS dengan WarpPLS 3.0*. Yogyakarta: Penerbit ANDI.
- Maister, D. H., & Lovelock, C. H. (1982). Managing facilitator services. *Sloan Management Review (pre-1986)*, 23(4), 19.
- Mastro, D. E. (2003). A social identity approach to understanding the impact of television messages. *Communication Monographs*, 70(2), 98-113.
- Mattick, R. P., & Clarke, J. C. (1998). Development and validation of measures of social phobia scrutiny fear and social interaction anxiety. *Behaviour research and therapy*, 36(4), 455-470.

- McCall, G. J., & Simmons, J. (1978). *Interactions and identities*: New York: Free Press.
- McKenzie, P., & Willson, R. (2019). Transitions and social interaction: Making sense of self and situation through engagement with others. *Proceedings of the Association for Information Science and Technology*, 56(1), 459-462.
- Mehrabian, A., & Russell, J. A. (1974). *An approach to environmental psychology*: the MIT Press.
- Memon, S. A., Hadikusumo, B. H., & Sunindijo, R. Y. (2014). Using social interaction theory to promote successful relational contracting between clients and contractors in construction. *Journal of Management in Engineering*, 31(6), 04014095.
- Messick, D. M., & Sentis, K. P. (1979). Fairness and preference. *Journal of Experimental Social Psychology*, 15(4), 418-434.
- Michon, R., Chebat, J.-C., & Turley, L. W. (2005). Mall atmospherics: the interaction effects of the mall environment on shopping behavior. *Journal of Business Research*, 58(5), 576-583.
- Mihic, M., & Čulina, G. (2006). Buying behavior and consumption: social class versus income. *Management: Journal of Contemporary Management Issues*, 11(2), 77-92.
- Mithas, S., Krishnan, M. S., & Fornell, C. (2016). Research note—Information technology, customer satisfaction, and profit: Theory and evidence. *Information Systems Research*, 27(1), 166-181.
- Mohammed, A., & Rashid, B. (2018). A conceptual model of corporate social responsibility dimensions, brand image, and customer satisfaction in Malaysian hotel industry. *Kasetsart Journal of Social Sciences*, 39(2), 358-364.
- Moon, H., Yoon, H. J., & Han, H. (2016). Role of airport physical environments in the satisfaction generation process: Mediating the impact of traveller emotion. *Asia Pacific Journal of Tourism Research*, 21(2), 193-211.
- Mosahab, R., Mahamad, O., & Ramayah, T. (2010). Service quality, customer satisfaction and loyalty: A test of mediation. *International business research*, 3(4), 72.
- Moulay, A., Ujang, N., & Said, I. (2017). Legibility of neighborhood parks as a predictor for enhanced social interaction towards social sustainability. *Cities*, 61, 58-64.

- Mouratidis, K. (2019). Built environment and leisure satisfaction: The role of commute time, social interaction, and active travel. *Journal of Transport Geography*, 80, 102491.
- Mudie, P., & Pirrie, A. (2006). *Services marketing management*: Elsevier Ltd.
- Musriha. (2012). Effect of servicescape and employee communication quality on customer loyalty of Mandiri Bank in Surabaya. *Academic Research International*, 2(1 Part II), 229.
- Nelson, R. R., Todd, P. A., & Wixom, B. H. (2005). Antecedents of information and system quality: an empirical examination within the context of data warehousing. *Journal of management information systems*, 21(4), 199-235.
- Netemeyer, R. G., Bearden, W. O., & Sharma, S. (2003). *Scaling procedures: Issues and applications*: Sage Publications.
- Newman, A. J. (2007). Uncovering dimensionality in the servicescape: Towards legibility. *The Service Industries Journal*, 27(1), 15-28.
- Nguyen, N., & Leblanc, G. (2001). Corporate image and corporate reputation in customers' retention decisions in services. *Journal of Retailing and Consumer Services*, 8(4), 227-236.
- Nilsson, E., & Ballantyne, D. (2014). Reexamining the place of servicescape in marketing: a service-dominant logic perspective. *Journal of Services Marketing*, 28(5), 374-379.
- Nunnally, J. C., & Bernstein, I. H. (1994). The assessment of reliability. *Psychometric theory*, 3, 248-292.
- Oakes, P. J. (1987). The salience of social categories. *Rediscovering the social group: A self-categorization theory*, 117-141.
- Oakes, P. J., Turner, J. C., & Haslam, S. A. (1991). Perceiving people as group members: The role of fit in the salience of social categorizations. *British Journal of Social Psychology*, 30(2), 125-144.
- Oh, H., & Parks, S. C. (1996). Customer satisfaction and service quality: a critical review of the literature and research implications for the hospitality industry. *Hospitality Research Journal*, 20(3), 35-64.
- Oliver Richard, L. (1997). Satisfaction: A behavioral perspective on the consumer. *New York ' NY: Irwin-McGraw-Hill*.
- Oliver, R. L. (1977). Effect of expectation and disconfirmation on postexposure product evaluations: An alternative interpretation. *Journal of Applied Psychology*, 62(4), 480.

- Oliver, R. L. (1980). A cognitive model of the antecedents and consequences of satisfaction decisions. *Journal of marketing research*, 17(4), 460-469.
- Oliver, R. L. (1981). Measurement and evaluation of satisfaction processes in retail settings. *Journal of Retailing*.
- Oliver, R. L., & DeSarbo, W. S. (1988). Response determinants in satisfaction judgments. *Journal of Consumer Research*, 14(4), 495-507.
- Oliver, R. L., & Linda, G. (1981). Effect of satisfaction and its antecedents on consumer preference and intention. *ACR North American Advances*.
- Oliver, R. L., & Swan, J. E. (1989a). Consumer perceptions of interpersonal equity and satisfaction in transactions: a field survey approach. *Journal of Marketing*, 53(2), 21-35.
- Oliver, R. L., & Swan, J. E. (1989b). Equity and disconfirmation perceptions as influences on merchant and product satisfaction. *Journal of Consumer Research*, 16(3), 372-383.
- Olshavsky, R. W., & Miller, J. A. (1972). Consumer expectations, product performance, and perceived product quality. *Journal of marketing research*, 9(1), 19-21.
- Olson, J. C. a. D., P. (1979). Disconfirmation of consumer expectation through product trial. *Journal of Applied Psychology*, 64, 179-189.
- Ostrom, A., & Lacobucci, D. (1995). Consumer trade-offs and the evaluation of services. *Journal of Marketing*, 59(1), 17-28.
- Ostrom, A. L., Bitner, M. J., Brown, S. W., Burkhard, K. A., Goul, M., Smith-Daniels, V., . . . Rabinovich, E. (2010). Moving forward and making a difference: research priorities for the science of service. *Journal of Service Research*, 13(1), 4-36.
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1985). A conceptual model of service quality and its implications for future research. *the Journal of Marketing*, 41-50.
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1988). Servqual: A multiple-item scale for measuring consumer perc. *Journal of Retailing*, 64(1), 12.
- Parasuraman, A., Zeithaml, V. A., & Berry, L. L. (1990). Delivering quality service. *Nova Yorque: The Free Press*.
- Parasuraman, A., Zeithaml, V. A., & Malhotra, A. (2005). ES-QUAL: a multiple-item scale for assessing electronic service quality. *Journal of Service Research*, 7(3), 213-233.

- Patterson, P. G., & Spreng, R. A. (1997). Modelling the relationship between perceived value, satisfaction and repurchase intentions in a business-to-business, services context: an empirical examination. *International Journal of Service Industry Management*, 8(5), 414-434.
- Ploderer, B., Reitberger, W., Oinas-Kukkonen, H., & Gemert-Pijnen, J. (2014). Social interaction and reflection for behaviour change. *Personal and ubiquitous computing*, 18(7), 1667-1676.
- Pomering, A., & Johnson, L. W. (2009). Constructing a corporate social responsibility reputation using corporate image advertising. *Australasian Marketing Journal (AMJ)*, 17(2), 106-114.
- Prahalad, C. K., & Bettis, R. A. (1986). The dominant logic: A new linkage between diversity and performance. *Strategic Management Journal*, 7(6), 485-501.
- Preckel, K., Kanske, P., & Singer, T. (2018). On the interaction of social affect and cognition: empathy, compassion and theory of mind. *Current Opinion in Behavioral Sciences*, 19, 1-6.
- Rabbie, J. M., Schot, J. C., & Visser, L. (1989). Social identity theory: A conceptual and empirical critique from the perspective of a behavioural interaction model. *European journal of social psychology*, 19(3), 171-202.
- Rajaguru, R. (2016). Role of value for money and service quality on behavioural intention: A study of full service and low cost airlines. *Journal of Air Transport Management*, 53, 114-122.
- Ramayah, T., Cheah, J., Chuah, F., Ting, H., & Memon, M. A. (2018). Partial least squares structural equation modeling (PLS-SEM) using smartPLS 3.0. *An updated guide and practical guide to statistical analysis*.
- Ratanavaraha, V., Jomnonkwao, S., Khampirat, B., Watthanaklang, D., & Iamtrakul, P. (2016). The complex relationship between school policy, service quality, satisfaction, and loyalty for educational tour bus services: A multilevel modeling approach. *Transport Policy*, 45, 116-126.
- Rathmell, J. M. (1966). What is meant by services? *Journal of Marketing*, 30(4), 32-36.
- Rathmell, J. M. (1974). *Marketing in the service sector*: Winthrop Cambridge, MA.
- Rauyruen, P., & Miller, K. E. (2007). Relationship quality as a predictor of B2B customer loyalty. *Journal of Business Research*, 60(1), 21-31.
- Regan, W. J. (1963). The service revolution. *Journal of Marketing*, 27(3), 57-62.

- Reijula, S., Kuorikoski, J., Ehrig, T., Katsikopoulos, K., & Sunder, S. (2018). Nudge, Boost or Design? Limitations of behavioral policy under social interaction.
- Reimer, A., & Kuehn, R. (2005). The impact of servicescape on quality perception. *European Journal of marketing*, 39(7/8), 785-808.
- Reis, H. T., Nezlek, J., & Wheeler, L. (1980). Physical attractiveness in social interaction. *Journal of Personality and Social Psychology*, 38(4), 604.
- Reis, H. T., Wheeler, L., Spiegel, N., Kernis, M. H., & Nezlek, J. (2018). Physical attractiveness in social interaction, II: Why does appearance affect social experience? *Relationships, Well-Being and Behaviour* (pp. 272-299): Routledge.
- Roach, D. E., & Wherry Sr, R. J. (1972). The use of hierarchical factor analysis in the determination of corporate image dimensions. *Educational and Psychological Measurement*, 32(1), 31-44.
- Rook, K. S. (1984). The negative side of social interaction: impact on psychological well-being. *Journal of Personality and Social Psychology*, 46(5), 1097.
- Ross, M., & Sicoly, F. (1979). Egocentric biases in availability and attribution. *Journal of Personality and Social Psychology*, 37(3), 322.
- Rubin, R. B., & McHugh, M. P. (1987). Development of parasocial interaction relationships.
- Rust, R. T., & Zahorik, A. J. (1993). Customer satisfaction, customer retention, and market share. *Journal of Retailing*, 69(2), 193-215.
- Ryu, K., & Han, H. (2010). Influence of the quality of food, service, and physical environment on customer satisfaction and behavioral intention in quick-casual restaurants: Moderating role of perceived price. *Journal of Hospitality & Tourism Research*, 34(3), 310-329.
- Ryu, K., Han, H., & Kim, T.-H. (2008). The relationships among overall quick-casual restaurant image, perceived value, customer satisfaction, and behavioral intentions. *International Journal of Hospitality Management*, 27(3), 459-469.
- Ryu, K., & Jang, S. S. (2007). The effect of environmental perceptions on behavioral intentions through emotions: The case of upscale restaurants. *Journal of Hospitality & Tourism Research*, 31(1), 56-72.
- Ryu, K., Lee, H.-R., & Gon Kim, W. (2012). The influence of the quality of the physical environment, food, and service on restaurant image, customer perceived value, customer satisfaction, and behavioral intentions.

International Journal of Contemporary Hospitality Management, 24(2), 200-223.

- Sachdev, I., & Bourhis, R. Y. (1985). Social categorization and power differentials in group relations. *European journal of social psychology*, 15(4), 415-434.
- Samdahl, D. M. (1987). *The Self and Social Freedom: A Paradigm of Leisure (Interaction Theory, Self-Expression)*.
- San Martín, H., Herrero, A., & García de los Salmones, M. d. M. (2018). An integrative model of destination brand equity and tourist satisfaction. *Current Issues in Tourism*, 1-22.
- Sarwono, S. W., & Meinarno, E. A. (2009). Psikologi sosial. *Jakarta: Salemba Humanika*, 77.
- Sasser, W. E. (1976). Match supply and demand in service industries. *Harvard business review*, 54(6), 133-140.
- Schneider, B. (1980). The service organization: climate is crucial. *Organizational dynamics*, 9(2), 52-65.
- Sethi, S. P. (1979). Institutional/image advertising and idea/issue advertising as marketing tools: Some public policy issues. *Journal of Marketing*, 43(1), 68-78.
- Setiawan, H., & Sayuti, A. J. (2017). Effects of service quality, customer trust and corporate image on customer satisfaction and loyalty: an assessment of travel agencies customer in South Sumatra Indonesia. *IOSR Journal of Business and Management*, 19(5), 31-40.
- Shamir, B. (1980). Between service and servility: Role conflict in subordinate service roles. *Human Relations*, 33(10), 741-756.
- Sharma, P., & Nayak, J. K. (2018). Testing the role of tourists' emotional experiences in predicting destination image, satisfaction, and behavioral intentions: A case of wellness tourism. *Tourism Management Perspectives*, 28, 41-52.
- Sharma, V., & Bhat, D. A. R. (2020). Co-creation and service innovation as performance indicators in the hospitality industry. *Journal of Tourism, Hospitality & Culinary Arts (JTHCA)*, 12(2), 76-95.
- Sherif, M., & Hovland, C. I. (1961). Social judgment: Assimilation and contrast effects in communication and attitude change.

- Sherman, E., Mathur, A., & Smith, R. B. (1997). Store environment and consumer purchase behavior: mediating role of consumer emotions. *Psychology & Marketing, 14*(4), 361-378.
- Sherman, S. R. (1994). Changes in age identity: Self perceptions in middle and late life. *Journal of aging studies, 8*(4), 397-412.
- Sheth, J. N., Newman, B. I., & Gross, B. L. (1991). Why we buy what we buy: A theory of consumption values. *Journal of Business Research, 22*(2), 159-170.
- Shostack, G. L. (1977). Breaking free from product marketing. *Journal of Marketing, 41*(2), 73-80.
- Siguaw, J. A., Mai, E., & Wagner, J. A. (2019). Expanding Servicescape Dimensions with Safety: An Exploratory Study. *Services Marketing Quarterly, 40*(2), 123-140.
- Simon, B., Loewy, M., Stürmer, S., Weber, U., Freytag, P., Habig, C., . . . Spahlinger, P. (1998). Collective identification and social movement participation. *Journal of Personality and Social Psychology, 74*(3), 646.
- Simon, B., Pantaleo, G., & Mummendey, A. (1995). Unique individual or interchangeable group member? The accentuation of intragroup differences versus similarities as an indicator of the individual self versus the collective self. *Journal of Personality and Social Psychology, 69*(1), 106.
- Singh Gaur, S., Xu, Y., Quazi, A., & Nandi, S. (2011). Relational impact of service providers' interaction behavior in healthcare. *Managing Service Quality: An International Journal, 21*(1), 67-87.
- Skalpe, O., & Sandvik, K. (2002). The economics of quality in the hotel business. *Tourism Economics, 8*(4), 361-376.
- Smaldino, P., Pickett, C., Sherman, J., & Schank, J. (2012). An agent-based model of social identity dynamics. *Journal of Artificial Societies and Social Simulation, 15*(4), 7.
- Soekanto, S. (2002). *Sosiologi Suatu Pengantar*, yayasan Penerbit Universitas Indonesia: Jakarta.
- Song, H., Wang, J., & Han, H. (2019). Effect of image, satisfaction, trust, love, and respect on loyalty formation for name-brand coffee shops. *International Journal of Hospitality Management, 79*, 50-59.
- Soriano, D. R. (2003). The Spanish restaurant sector: evaluating the perceptions of quality. *The Service Industries Journal, 23*(2), 183-194.

- Sorrentino, R. M., & Boutillier, R. G. (1975). The effect of quantity and quality of verbal interaction on ratings of leadership ability. *Journal of Experimental Social Psychology, 11*(5), 403-411.
- Spears, R. E., Oakes, P. J., Ellemers, N. E., & Haslam, S. (1997). *The social psychology of stereotyping and group life*: Blackwell Publishing.
- Spector, A. J. (1956). Expectations, fulfillment, and morale. *The Journal of Abnormal and Social Psychology, 52*(1).
- Spector, A. J. (1961). Basic dimensions of the corporate image. *Journal of Marketing, 25*(6), 47-51.
- Spreng, R. A., & Olshavsky, R. W. (1993). A desires congruency model of consumer satisfaction. *Journal of the Academy of Marketing Science, 21*(3), 169-177.
- Srivastava, K., & Sharma, N. K. (2013). Service quality, corporate brand image, and switching behavior: The mediating role of customer satisfaction and repurchase intention. *Services Marketing Quarterly, 34*(4), 274-291.
- Srivastava, M., & Kaul, D. (2014). Social interaction, convenience and customer satisfaction: The mediating effect of customer experience. *Journal of Retailing and Consumer Services, 21*(6), 1028-1037.
- Staddon, J. (1984). Social learning theory and the dynamics of interaction. *Psychological review, 91*, No. 4, 502-507.
- Stets, J. E., & Burke, P. J. (2000). Identity theory and social identity theory. *Social psychology quarterly, 224*-237.
- Stryker, S. (1980). Contemporary symbolic interactionism: a statement. *Symbolic interactionism: a social structural version, 51*-85.
- Su, L., Swanson, S. R., & Chen, X. (2016). The effects of perceived service quality on repurchase intentions and subjective well-being of Chinese tourists: The mediating role of relationship quality. *Tourism Management, 52*, 82-95.
- Sugiyono, D. (2013). *Statistika untuk penelitian*. Bandung: CV. Alfabeta.
- Suliyanto, D. (2011). *Ekonometrika Terapan: Teori dan Aplikasi dengan SPSS*. Penerbit Andi: Yogyakarta.
- Sutisna, O. (2001). *Perilaku Konsumen dan Komunikasi Pemasaran*, cetakan I Penerbit PT. Remaja Rosdakarya, Bandung.
- Suwandi, I. M. D. (2010). *Citra Perusahaan. Seri Manajemen Pemasaran*. www.e-iman.uni.cc.

- Swan, J. E., & Martin, W. S. (1981). Testing comparison level and predictive expectations models of satisfaction. *ACR North American Advances*.
- Swan, J. E., Sawyer, J. C., Van Matre, J. G., & McGee, G. W. (1985). Deepening the understanding of hospital patient satisfaction: fulfillment and equity effects. *Journal of health care marketing*, 5(3).
- Swan, J. E., & Trawick, I. F. (1980). Inferred and perceived disconfirmation in consumer satisfaction. *Marketing in the 80's*, 97-101.
- Swann Jr, W. B., & Bosson, J. K. (2008). Identity negotiation: A theory of self and social interaction.
- Swann Jr, W. B., & Giuliano, T. (1987). Confirmatory search strategies in social interaction: How, when, why, and with what consequences. *Journal of Social and Clinical Psychology*, 5(4), 511-524.
- Syarizka, D. (2019). Kontribusi UMKM terhadap PDB 2019 Diproyeksi Tumbuh 5%. Retrieved 12/08, 2019, from <https://ekonomi.bisnis.com/read/20190109/12/876943/kontribusi-umkm-terhadap-pdb-2019-diproyeksi-tumbuh-5>
- Taherdoost, H., Sahibuddin, S., & Jalaliyoon, N. (2014). Exploratory factor analysis; concepts and theory. *Advances in Applied and Pure Mathematics*, 375382.
- Tajfel, H. (1959). The anchoring effects of value in a scale of judgements. *British Journal of Psychology*, 50(4), 294-304.
- Tajfel, H. (1969). Cognitive aspects of prejudice. *Journal of Biosocial Science*, 1(S1), 173-191.
- Tajfel, H. (1974). Social identity and intergroup behaviour. *Information (International Social Science Council)*, 13(2), 65-93.
- Tajfel, H. (1978). Social Categorization, Social Identity, and Social Comparisons. In: Henri Tajfel, red., *Differentiation Between Social Groups*. London: Academic Press.
- Tajfel, H. (1979). Individuals and groups in social psychology. *British Journal of Social and Clinical Psychology*, 18(2), 183-190.
- Tajfel, H. (1981). *Human groups and social categories: Studies in social psychology*: CUP Archive.
- Tajfel, H., Billig, M. G., Bundy, R. P., & Flament, C. (1971). Social categorization and intergroup behaviour. *European journal of social psychology*, 1(2), 149-178.

- Tajfel, H., & Turner, J. C. (1979). An integrative theory of intergroup conflict. *The social psychology of intergroup relations*, 33(47), 74.
- Tajfel, H., & Wilkes, A. L. (1963). Classification and quantitative judgement. *British Journal of Psychology*, 54(2), 101-114.
- Taylor, S. E., Wood, J. V., & Lichtman, R. R. (1983). It could be worse: Selective evaluation as a response to victimization. *Journal of social issues*, 39(2), 19-40.
- Thoits, P. A. (1986). Multiple identities: Examining gender and marital status differences in distress. *American Sociological Review*, 259-272.
- Thoits, P. A., & Virshup, L. K. (1997). Me's and we's. *Self and identity: Fundamental issues*, 106-133.
- Tobin, S. S., & Neugarten, B. L. (1961). Life satisfaction and social interaction in the aging. *Journal of Gerontology*.
- Tombs, A., & McColl-Kennedy, J. R. (2002). *Beyond the servicescape: customer to customer interactions in the social servicescape*. Paper presented at the Australian and New Zealand Marketing Academy Conference (ANZMAC 2002), Melbourne.
- Tse, D. K., & Wilton, P. C. (1988). Models of consumer satisfaction formation: An extension. *Journal of marketing research*, 204-212.
- Turley, L. W., & Milliman, R. E. (2000). Atmospheric effects on shopping behavior: a review of the experimental evidence. *Journal of Business Research*, 49(2), 193-211.
- Turner, J. C. (1983). Some comments on... 'the measurement of social orientations in the minimal group paradigm'. *European journal of social psychology*, 13(4), 351-367.
- Turner, J. C. (1999). Some current issues in research on social identity and self-categorization theories. *Social identity: Context, commitment, content*, 3(1), 6-34.
- Turner, J. C., Hogg, M. A., Oakes, P. J., Reicher, S. D., & Wetherell, M. S. (1987). *Rediscovering the social group: A self-categorization theory*: Basil Blackwell.
- Turner, J. C., Oakes, P. J., Haslam, S. A., & McGarty, C. (1994). Self and collective: Cognition and social context. *Personality and social psychology bulletin*, 20(5), 454-463.

- Turner, J. C., & Onorato, R. S. (1999). Social identity, personality, and the self-concept: A self-categorization perspective. *The psychology of the social self*, 11-46.
- Turner, J. H. (1987). Toward a sociological theory of motivation. *American Sociological Review*, 15-27.
- Turner, J. H. (1988). *A theory of social interaction*: Stanford University Press.
- Turner, M. E., Pratkanis, A. R., Probasco, P., & Leve, C. (1992). Threat, cohesion, and group effectiveness: Testing a social identity maintenance perspective on groupthink. *Journal of Personality and Social Psychology*, 63(5), 781.
- Ullah, P. (1987). Self-definition and psychological group formation in an ethnic minority. *British Journal of Social Psychology*, 26(1), 17-23.
- Ullman, J., Tabachnick, B., & Fidell, L. (2001). Using multivariate statistics. *Structural equation modeling*, 653-771.
- Umar, H. (2002). Riset pemasaran dan perilaku konsumen. *Jakarta: PT Gramedia Pustaka Utama*.
- Vargo, S. L., & Lusch, R. F. (2004). Evolving to a new dominant logic for marketing *The Service-Dominant Logic of Marketing* (pp. 21-46): Routledge.
- Villena Manzanares, F. (2019). Export performance of SMEs: an empirical analysis of the mediating role of corporate image. *Journal of Small Business Management*, 57(2), 386-399.
- Wakefield, K. L., & Blodgett, J. G. (1994). The importance of servicescapes in leisure service settings. *Journal of Services Marketing*, 8(3), 66-76.
- Wakefield, K. L., & Blodgett, J. G. (1996). The effect of the servicescape on customers' behavioral intentions in leisure service settings. *Journal of Services Marketing*, 10(6), 45-61.
- Wakefield, K. L., & Blodgett, J. G. (1999). Customer response to intangible and tangible service factors. *Psychology & Marketing*, 16(1), 51-68.
- Walgito, B. (2007). Psikologi kelompok. *Yogyakarta: Andi*.
- Wallin Andreassen, T., & Lindestad, B. (1998). Customer loyalty and complex services: The impact of corporate image on quality, customer satisfaction and loyalty for customers with varying degrees of service expertise. *International Journal of Service Industry Management*, 9(1), 7-23.

- Wang, C.-Y., & Mattila, A. S. (2015). The impact of servicescape cues on consumer prepurchase authenticity assessment and patronage intentions to ethnic restaurants. *Journal of Hospitality & Tourism Research*, 39(3), 346-372.
- Warner, R. (1988). Rhythm in social interaction. *The social psychology of time: New perspectives*. Beverly Hills, CA: Sage.
- Watson, A. C., Nixon, C. L., Wilson, A., & Capage, L. (1999). Social interaction skills and theory of mind in young children. *Developmental psychology*, 35(2), 386.
- Watts, J. A. (2019). Raising the social bar: effects of the physical and ambient environment on social interaction in bar environments.
- Webster, C. (1991). Influences upon consumer expectations of services. *The Journal of Services Marketing*, 5, 5-17.
- Weiwei, T. (2007). Impact of corporate image and corporate reputation on customer loyalty: A review. *Management Science and Engineering*, 1(2), 57.
- Wertsch, J. V. (1979). From social interaction to higher psychological processes. A clarification and application of Vygotsky's theory. *Human development*, 22(1), 1-22.
- Westbrook, R. (1981). *Sources of Consumer Satisfaction with Retail Outlets* (Vol. 57).
- Westbrook, R. A., & Reilly, M. D. (1983). Value-percept disparity: an alternative to the disconfirmation of expectations theory of consumer satisfaction. *ACR North American Advances*.
- Wicker, A. W., & Bushweiler, G. (1970). Perceived fairness and pleasantness of social exchange situations: Two factorial studies of inequity. *Journal of Personality and Social Psychology*, 15(1), 63.
- Wilson, A., Zeithaml, V. A., Bitner, M. J., & Gremler, D. D. (2012). *Services marketing: Integrating customer focus across the firm*: McGraw Hill.
- Wing, L., & Gould, J. (1979). Severe impairments of social interaction and associated abnormalities in children: Epidemiology and classification. *Journal of autism and developmental disorders*, 9(1), 11-29.
- Winstead, B. A., Derlega, V. J., Lewis, R. J., Sanchez-Hucles, J., & Clarke, E. (1992). Friendship, social interaction, and coping with stress. *Communication research*, 19(2), 193-211.

- Woodruff, R. B., Cadotte, E. R., & Jenkins, R. L. (1983). Modeling consumer satisfaction processes using experience-based norms. *Journal of marketing research*, 20(3), 296-304.
- Woodruff, R. B., Clemons, D. S., Schumann, D. W., Gardial, S. F., & Burns, M. J. (1991). The standards issue in CS/D research: a historical perspective. *Journal of Consumer Satisfaction, Dissatisfaction and Complaining Behavior*, 4, 103-109.
- Wu, C.-C. (2011). The impact of hospital brand image on service quality, patient satisfaction and loyalty. *African Journal of Business Management*, 5(12), 4873-4882.
- Wu, H.-C., & Cheng, C.-C. (2013). A hierarchical model of service quality in the airline industry. *Journal of Hospitality and Tourism Management*, 20, 13-22.
- Wu, H.-C., Li, M.-Y., & Li, T. (2014). A study of experiential quality, experiential value, experiential satisfaction, theme park image, and revisit intention. *Journal of Hospitality & Tourism Research*, 42(1), 26-73.
- Wu, H.-C., Li, M.-Y., & Li, T. (2018). A study of experiential quality, experiential value, experiential satisfaction, theme park image, and revisit intention. *Journal of Hospitality & Tourism Research*, 42(1), 26-73.
- Wu, T., Deng, Z., Zhang, D., Buchanan, P. R., Zha, D., & Wang, R. (2018). Seeking and Using Intention of Health Information from Doctors in Social Media: The effect of Doctor-Consumer Interaction. *International Journal of Medical Informatics*.
- Xie, X., Jia, Y., Meng, X., & Li, C. (2017). Corporate social responsibility, customer satisfaction, and financial performance: The moderating effect of the institutional environment in two transition economies. *Journal of Cleaner Production*, 150, 26-39.
- Xu, J., Benbasat, I., & Cenfetelli, R. T. (2013). Integrating service quality with system and information quality: an empirical test in the e-service context. *MIS quarterly*, 777-794.
- Yi, Y., Natarajan, R., & Gong, T. (2011). Customer participation and citizenship behavioral influences on employee performance, satisfaction, commitment, and turnover intention. *Journal of Business Research*, 64(1), 87-95.
- Yin, X., Wang, H., Xia, Q., & Gu, Q. (2019). How Social Interaction Affects Purchase Intention in Social Commerce: A Cultural Perspective. *Sustainability*, 11(8), 2423.

- Yoo, J., & Park, M. (2016). The effects of e-mass customization on consumer perceived value, satisfaction, and loyalty toward luxury brands. *Journal of Business Research*, 69(12), 5775-5784.
- Zameer, H., Tara, A., Kausar, U., & Mohsin, A. (2015). Impact of service quality, corporate image and customer satisfaction towards customers' perceived value in the banking sector in Pakistan. *International Journal of bank marketing*, 33(4), 442-456.
- Zeithaml, V. A. (1981). *How consumer evaluation processes differ between goods and services*. Paper presented at the Conference: American Marketing Association First Services Marketing Conference.
- Zeithaml, V. A., Parasuraman, A., & Berry, L. L. (1985). Problems and strategies in services marketing. *Journal of Marketing*, 49(2), 33-46.
- Zhang, D. J., Allon, G., & Van Mieghem, J. A. (2017). Does social interaction improve learning outcomes? Evidence from field experiments on massive open online courses. *Manufacturing & Service Operations Management*, 19(3), 347-367.
- Zhang, J., Beatty, S. E., & Walsh, G. (2008). Review and future directions of cross-cultural consumer services research. *Journal of Business Research*, 61(3), 211-224.
- Zhang, Z. (2019). The effect of library indoor environments on occupant satisfaction and performance in Chinese universities using SEMs. *Building and Environment*, 150, 322-329.