

Relationships Among Customer Satisfaction, Delight, and Industry

Journal of Hospitality and Tourism Research

39, 170-197

DOI: [10.1177/1096348012471376](https://doi.org/10.1177/1096348012471376)

Citation Report

| # | ARTICLE | IF | CITATIONS |
|----|---|-----|-----------|
| 1 | Are there gender differences in what drives customer delight?. <i>Tourism Review</i> , 2014, 69, 297-309. | 3.8 | 20 |
| 2 | “Luxury hotel loyalty” a comparison of Chinese Gen X and Y tourists to Macau. <i>International Journal of Contemporary Hospitality Management</i> , 2015, 27, 1685-1706. | 5.3 | 68 |
| 3 | Modeling and testing the impacts of an experiential enrichment strategy: The case of a tourist experience. <i>Recherche Et Applications En Marketing</i> , 2015, 30, 64-87. | 0.3 | 3 |
| 4 | Modélisation et tests des effets d’une stratégie d’enrichissement expérientiel : application au contexte touristique. <i>Recherche Et Applications En Marketing</i> , 2015, 30, 69-94. | 0.2 | 5 |
| 5 | Understanding Employee Delight and Voice From the Internal Marketing Perspective. <i>Journal of Hospitality Marketing and Management</i> , 2015, 24, 260-286. | 5.1 | 23 |
| 6 | The influence of customer satisfaction on customer price behavior: literature review and identification of research gaps. <i>Management Review Quarterly</i> , 2015, 65, 1-33. | 5.7 | 15 |
| 7 | Back to the future: progress and trends in hotel loyalty marketing. <i>International Journal of Contemporary Hospitality Management</i> , 2016, 28, 1937-1967. | 5.3 | 29 |
| 8 | Accommodation preferences of the girlfriend getaway market in Malaysia. <i>International Journal of Contemporary Hospitality Management</i> , 2016, 28, 2748-2770. | 5.3 | 28 |
| 9 | The effect of physical environment on passenger delight and satisfaction: Moderating effect of national identity. <i>Tourism Management</i> , 2016, 57, 213-224. | 5.8 | 138 |
| 10 | The Effects of Employee Voice and Delight on Job Satisfaction and Behaviors: Comparison Between Employee Generations. <i>Journal of Hospitality Marketing and Management</i> , 2016, 25, 563-588. | 5.1 | 37 |
| 11 | Enhancing Service Loyalty. <i>Journal of Travel Research</i> , 2017, 56, 436-450. | 5.8 | 123 |
| 12 | Building customer satisfaction with tour leaders: the roles of customer trust, justice perception, and cooperation in group package tours. <i>Asia Pacific Journal of Tourism Research</i> , 2017, 22, 395-407. | 1.8 | 44 |
| 13 | Investigating the key drivers of traveler loyalty in the airport lounge setting. <i>Asia Pacific Journal of Tourism Research</i> , 2017, 22, 651-665. | 1.8 | 26 |
| 14 | Understanding the dimensions of customer relationships in the hotel and restaurant industries. <i>International Journal of Hospitality Management</i> , 2017, 64, 73-84. | 5.3 | 33 |
| 15 | Mediators of the relationship between service quality and customer loyalty. <i>International Journal of Bank Marketing</i> , 2017, 35, 540-556. | 3.6 | 96 |
| 16 | A casino-induced satisfaction of needs: scale development and its relationship with casino customer loyalty. <i>Journal of Travel and Tourism Marketing</i> , 2017, 34, 986-1000. | 3.1 | 10 |
| 17 | Effects of self-congruity and destination image on destination loyalty: the role of cultural differences. <i>Anatolia</i> , 2017, 28, 1-13. | 1.3 | 34 |
| 18 | The Moderating Role of Risk Perception on The Relationship Between Satisfaction and Repurchase Intention of Bottled Water in Nigeria: A Research Proposition. <i>MATEC Web of Conferences</i> , 2018, 150, 05089. | 0.1 | 0 |

| # | ARTICLE | IF | CITATIONS |
|----|--|-----|-----------|
| 19 | Physical classroom environment and student satisfaction with courses. <i>Assessment and Evaluation in Higher Education</i> , 2018, 43, 110-125. | 3.9 | 22 |
| 20 | Is It My Luck or Loyalty? The Role of Culture on Customer Preferences for Loyalty Reward Types. <i>Journal of Travel Research</i> , 2018, 57, 769-778. | 5.8 | 32 |
| 21 | The effects of architectural congruence perceptions on winery visitors' emotions and behavioral intentions: The case of Marqués de Riscal. <i>Journal of Destination Marketing & Management</i> , 2018, 9, 56-63. | 3.4 | 17 |
| 22 | The evolution of the customer delight construct. <i>International Journal of Contemporary Hospitality Management</i> , 2018, 30, 57-75. | 5.3 | 37 |
| 23 | Delighted or outraged? Uncovering key drivers of exceedingly positive and negative theme park guest experiences. <i>Journal of Hospitality and Tourism Insights</i> , 2018, 1, 65-85. | 2.2 | 29 |
| 24 | Customers' Perceptions of Employee Engagement: Fortifying the Service-Profit Chain. <i>International Journal of Hospitality and Tourism Administration</i> , 2018, 19, 52-77. | 1.7 | 15 |
| 25 | Attributes of the coffee shop business related to customer satisfaction. <i>Journal of Foodservice Business Research</i> , 2018, 21, 628-641. | 1.3 | 22 |
| 26 | Influence factors of customer satisfaction in cross-border e-commerce. <i>Journal of Discrete Mathematical Sciences and Cryptography</i> , 2018, 21, 1281-1286. | 0.5 | 4 |
| 27 | From retail innovation and image to loyalty: moderating effects of product type. <i>Service Business</i> , 2019, 13, 199-224. | 2.2 | 17 |
| 28 | Feeling left out and losing control: The interactive effect of social exclusion and gender on brand attitude. <i>International Journal of Hospitality Management</i> , 2019, 77, 303-310. | 5.3 | 20 |
| 29 | The role of effective communication and trustworthiness in determining guests' loyalty. <i>Journal of Hospitality Marketing and Management</i> , 2019, 28, 240-262. | 5.1 | 12 |
| 30 | Delightful tourism experiences: A cognitive or affective matter?. <i>Tourism Management Perspectives</i> , 2019, 32, 100569. | 3.2 | 11 |
| 31 | The effects of the winery visitor experience on emotions, satisfaction and on post-visit behaviour intentions. <i>Tourism Review</i> , 2019, 74, 480-502. | 3.8 | 61 |
| 32 | The role of ICT, eWOM and guest characteristics in loyalty. <i>Journal of Hospitality and Tourism Technology</i> , 2019, 10, 153-168. | 2.5 | 21 |
| 33 | Examining relationships among process quality, outcome quality, delight, satisfaction and behavioural intentions in fitness centres in Malaysia. <i>International Journal of Sports Marketing and Sponsorship</i> , 2019, 20, 374-389. | 0.8 | 53 |
| 34 | A Good Night's Sleep Matters for Tourists: An Empirical Study for Hospitality Professionals. <i>Journal of Hospitality and Tourism Research</i> , 2019, 43, 1153-1175. | 1.8 | 9 |
| 35 | Flight anxiety: investigating the role of airline service quality and flight crew's competence. <i>Asia Pacific Journal of Tourism Research</i> , 2019, 24, 710-724. | 1.8 | 25 |
| 36 | Customer Delight: A Review and Agenda for Research. <i>Journal of Marketing Theory and Practice</i> , 2019, 27, 174-195. | 2.6 | 52 |

| # | ARTICLE | IF | CITATIONS |
|----|--|-----|-----------|
| 37 | The role of customer delight and customer equity for loyalty in upscale hotels. <i>Journal of Hospitality and Tourism Management</i> , 2019, 39, 175-184. | 3.5 | 43 |
| 38 | Exploring the Role of Service Delivery in Remarkable Tourism Experiences. <i>Sustainability</i> , 2019, 11, 1382. | 1.6 | 7 |
| 39 | The effect of experience quality on behavioral intentions of domestic tourists in visiting water parks. <i>Cogent Business and Management</i> , 2019, 6, . | 1.3 | 8 |
| 40 | The examination of the relationship between experiential value and price fairness in consumersâ€™ dining experience. <i>Journal of Foodservice Business Research</i> , 2019, 22, 150-166. | 1.3 | 16 |
| 41 | Performance measurement and management in small companies of the service sector; evidence from a sample of Italian hotels. <i>Measuring Business Excellence</i> , 2019, 24, 133-160. | 1.4 | 12 |
| 42 | Beer style subcategories: persuading consumers to become loyal. <i>International Journal of Contemporary Hospitality Management</i> , 2019, 31, 2169-2186. | 5.3 | 6 |
| 43 | Determinants of customer satisfaction: empirical study in hotels. <i>International Journal of Applied Management Science</i> , 2019, 11, 91. | 0.1 | 0 |
| 44 | A systematic review of consumer satisfaction studies in hospitality journals: conceptual development, research approaches and future prospects. <i>Journal of Hospitality Marketing and Management</i> , 2019, 28, 51-80. | 5.1 | 54 |
| 45 | Enhancing loyalty: When improving consumer satisfaction and delight matters. <i>Journal of Business Research</i> , 2019, 94, 18-27. | 5.8 | 95 |
| 46 | Boredom-Induced Switching Behavior in the Restaurant Industry: The Mediating Role of Attachment. <i>Journal of Hospitality and Tourism Research</i> , 2019, 43, 101-119. | 1.8 | 20 |
| 47 | A Cognitive Appraisal Process of Customer Delight: The Moderating Effect of Place Identity. <i>Journal of Travel Research</i> , 2020, 59, 1029-1043. | 5.8 | 51 |
| 48 | Measuring delightful customer experiences: The validation and testing of a customer delight scale along with its antecedents and effects. <i>International Journal of Hospitality Management</i> , 2020, 87, 102380. | 5.3 | 22 |
| 49 | â€˜Service with a piercingâ€™: Does it (really) influence guestsâ€™ perceptions of attraction, confidence and competence of hospitality receptionists?. <i>International Journal of Hospitality Management</i> , 2020, 86, 102365. | 5.3 | 9 |
| 50 | A business model approach towards the understanding of daily deals within Internet distribution systems. <i>Tourism Economics</i> , 2020, 26, 976-1000. | 2.6 | 1 |
| 51 | The role of loyalty programs in boosting hotel guest loyalty: Impact of switching barriers. <i>International Journal of Hospitality Management</i> , 2020, 84, 102328. | 5.3 | 56 |
| 52 | Hotel brand personality and brand loyalty: an affective, conative and behavioral perspective. <i>Journal of Hospitality Marketing and Management</i> , 2020, 29, 550-570. | 5.1 | 21 |
| 53 | Marketing a Destination Brand Image to Muslim Tourists: Does Accessibility to Cultural Needs Matter In Developing Brand Loyalty?. <i>Journal of Hospitality and Tourism Research</i> , 2023, 47, 84-105. | 1.8 | 15 |
| 54 | The chain effects of service innovation components on the building blocks of tourism destination loyalty: the moderating role of religiosity. <i>Journal of Islamic Marketing</i> , 2020, 12, 1887-1929. | 2.3 | 13 |

| # | ARTICLE | IF | CITATIONS |
|----|---|-----|-----------|
| 55 | The effect of perceived service quality, satisfaction and loyalty on perceived job performance: perceptions of university graduates. <i>Journal of Marketing for Higher Education</i> , 2022, 32, 1-18. | 2.3 | 15 |
| 56 | How do personality traits affect visitor's experience, emotional stimulation and behaviour? The case of wine tourism. <i>Tourism Review</i> , 2021, 76, 1013-1049. | 3.8 | 26 |
| 57 | Precursors and outcome of customer satisfaction/delight in business-to-consumer relationships in Botswana. <i>South African Journal of Business Management</i> , 2020, 51, . | 0.3 | 2 |
| 58 | Creating Memorable Experience in Rural Tourism: A Comparison between Domestic and Outbound Tourists. <i>Journal of Travel Research</i> , 2021, 60, 1527-1542. | 5.8 | 55 |
| 59 | The impact of service quality, self-service technology, and the corporate image on customer satisfaction and customer revisit intention among luxury hotels in Kuala Lumpur, Malaysia. <i>International Journal of Services, Economics and Management</i> , 2020, 11, 48. | 0.2 | 5 |
| 60 | Satisfaction vs experienced utility: current issues and opportunities. <i>Current Issues in Tourism</i> , 2020, 23, 2273-2282. | 4.6 | 11 |
| 61 | Mapping gender and marital roles on customer delight by value perception for mobile technology in India. <i>Technology in Society</i> , 2020, 62, 101275. | 4.8 | 3 |
| 62 | Linking transaction-specific satisfaction and customer loyalty – The case of casino resorts. <i>Journal of Retailing and Consumer Services</i> , 2021, 58, 102319. | 5.3 | 29 |
| 63 | Contributions of the cruise tourism servicescape to perceived value, delight and expenditure: National identity as a moderator. <i>Tourism Review International</i> , 2021, , . | 0.9 | 2 |
| 64 | How luxury restaurants will enhance the concept of guest delight. <i>Journal of Hospitality and Tourism Insights</i> , 2022, 5, 311-330. | 2.2 | 15 |
| 65 | Delight and Commitment – Revisiting the Satisfaction-Loyalty Link. <i>Journal of Relationship Marketing</i> , 0, , 1-37. | 2.8 | 11 |
| 66 | Service Quality and Customer Loyalty in Ghana's Hotel Industry: The Mediation Effects of Satisfaction and Delight. <i>Journal of Quality Assurance in Hospitality and Tourism</i> , 2022, 23, 748-770. | 1.7 | 28 |
| 67 | Between comments and repeat visit: capturing repeat visitors with a hybrid approach. <i>Data Technologies and Applications</i> , 2021, 55, 542-557. | 0.9 | 5 |
| 68 | The effect of nationality on visitor satisfaction and willingness to recommend a destination: A joint modeling approach. <i>Tourism Management Perspectives</i> , 2021, 39, 100850. | 3.2 | 5 |
| 70 | Customer delight and implications for spa management: examples from Estonian and Finnish day spas. <i>International Journal of Spa and Wellness</i> , 0, , 1-11. | 0.9 | 0 |
| 71 | Impact of nation brand experience on nation brand loyalty, and positive WOM in a changing environment: the role of nation brand love. <i>International Marketing Review</i> , 2023, 40, 28-48. | 2.2 | 6 |
| 72 | Examining food festival attendees' existential authenticity and experiential value on affective factors and loyalty: An application of stimulus-organism-response paradigm. <i>Journal of Hospitality and Tourism Management</i> , 2021, 48, 264-274. | 3.5 | 50 |
| 73 | Online Consumer Satisfaction During COVID-19: Perspective of a Developing Country. <i>Frontiers in Psychology</i> , 2021, 12, 751854. | 1.1 | 20 |

| # | ARTICLE | IF | CITATIONS |
|----|--|-----|-----------|
| 74 | Emotions of Sport Spectators. , 2015, , 17-30. | | 2 |
| 75 | The effect of hotel lobby design on booking intentions: An intergenerational examination. International Journal of Hospitality Management, 2020, 89, 102530. | 5.3 | 30 |
| 76 | Customer Advocacy: A Distinctive Form of Word of Mouth. Journal of Service Research, 2020, 23, 139-155. | 7.8 | 50 |
| 77 | CUSTOMER SATISFACTION IN THE CONTEXT OF BRAND POSITIONING IN SERVICE SECTOR: A CASE STUDY OF STARBUCKS IN ANKARA. Business & Management Studies: an International Journal, 2018, 6, 550-564. | 0.1 | 1 |
| 78 | Effect of customer loyalty program on customer satisfaction and its impact on customer loyalty. International Journal of Research in Business and Social Science, 2020, 9, 15-23. | 0.1 | 16 |
| 79 | AN EMPIRICAL INVESTIGATION ON E-RETAILER AGILITY, CUSTOMER SATISFACTION, COMMITMENT AND LOYALTY. Business: Theory and Practice, 2017, 18, 97-108. | 0.8 | 8 |
| 80 | New Theory for A Conceptual Framework towards Audience Delight. International Journal of Academic Research in Business and Social Sciences, 2021, 11, . | 0.0 | 0 |
| 81 | Investigating Which Services are Effective on Recommendation of the Airline Companies. Advances in Hospitality and Tourism Research, 0, , . | 1.2 | 0 |
| 82 | “œActions speak louder than words” an impact of service recovery antecedents on customer delight in quick-service restaurants. Asia-Pacific Journal of Business Administration, 2022, 14, 421-444. | 1.5 | 10 |
| 83 | CSR and casino hotel branding: The joint moderation of CSR misfit and corporate awareness. Journal of Hospitality and Tourism Management, 2021, 49, 375-384. | 3.5 | 6 |
| 84 | Meaning and Delightful Effect of Rewards in Online Shopping Malls : A Hand-written Letter and a Free Gift. Journal of the Korean Society of Clothing and Textiles, 2016, 40, 867-878. | 0.0 | 0 |
| 85 | The Relationship Between Hotel Brand Personality and Customer Loyalty. Journal of Tourismology, 2017, 3, . | 0.3 | 2 |
| 86 | The Routledge Handbook of Hospitality Marketing. , 0, , . | | 2 |
| 87 | Relationship between Consumer Involvement and Consumer Engagement with Consumer Loyalty in Tourism and Hospitality Industry. International Journal of Academic Research in Economics and Management Sciences, 2017, 6, . | 0.0 | 2 |
| 88 | Enhancing Customer Delight in Luxury Hotel/Resort Spa through Positive Emotions and Service Quality. International Journal of Heritage Tourism and Hospitality, 2018, 12, 83-100. | 0.1 | 1 |
| 89 | What Really Defines the Performance in Hotel Industry? Managers’s™ Perspective Using Delphi Method. Economic and Business Review, 2018, 20, . | 0.2 | 2 |
| 90 | Customers’s™ Responses to Employee Extra Attention. Open Journal of Business and Management, 2019, 07, 59-69. | 0.3 | 0 |
| 91 | An Empirical Study of the Relationship between Mall Environment, Satisfaction and Loyalty in the Home Store Context. , 0, , . | | 0 |

| # | ARTICLE | IF | CITATIONS |
|-----|--|-----|-----------|
| 92 | Organizational culture in the hospitality industry a bibliometric analysis and systematic literature review. <i>Independent Journal of Management & Production</i> , 2020, 11, 1140. | 0.1 | 3 |
| 93 | Predicting Customer Satisfaction and Customer-Company Identification in Enhancing Halal Restaurant Loyalty: Service Encounters Perspective. , 0, , . | | 0 |
| 94 | Does Historical Nostalgia Predict Tourists' Delight And Their Destination Loyalty Intention for the World Cultural Heritage Site of Mahabalipuram, India?. <i>Tourism Analysis</i> , 2021, 26, 249-264. | 0.5 | 2 |
| 95 | Why Are Some Customers More Loyal Than Others? The Impact of Positive Psychological Capital on Loyalty, Satisfaction, and Trust. <i>Journal of Promotion Management</i> , 2022, 28, 584-624. | 2.4 | 6 |
| 96 | Linking perceived price fairness, customer satisfaction, trust, and loyalty: A structural equation modeling of Facebook-based e-commerce in Bangladesh. <i>Global Business and Organizational Excellence</i> , 2022, 41, 41-54. | 4.2 | 24 |
| 97 | Technology- or human-related service innovation? Enhancing customer satisfaction, delight, and loyalty in the hospitality industry. <i>Service Business</i> , 2021, 15, 667-694. | 2.2 | 20 |
| 98 | Mainland Chinese Casino Visitors to Macau: Linking Service, Brand Image, Satisfaction and Loyalty. <i>The Journal of Gambling Business and Economics</i> , 2020, 13, 87-115. | 0.2 | 0 |
| 99 | Effects of Self-congruence, Self-enhancement, and Delight on Tourists' Patronage Intentions, and Moderating Roles of Personality Propensities. <i>International Journal of Hospitality and Tourism Administration</i> , 2023, 24, 590-613. | 1.7 | 1 |
| 100 | The influence of the number of brand community memberships on customer centric measures. <i>Journal of Marketing Analytics</i> , 0, , 1. | 2.2 | 1 |
| 101 | The Impact of Total Quality Management and Perceived Service Quality on Patient Satisfaction in Healthcare: A Systematic Review. , 2022, , . | | 3 |
| 102 | Critical study of the applicability of additional IAQ sensors in older buildings. <i>Intelligent Buildings International</i> , 0, , 1-13. | 1.3 | 0 |
| 103 | New insights on satisfaction prototypes for segmentation: Focus on customer experience. <i>Journal of Vacation Marketing</i> , 0, , 135676672110605. | 2.5 | 0 |
| 104 | Customer delight, engagement, experience, value co-creation, place identity, and revisit intention: a new conceptual framework. <i>Journal of Hospitality Marketing and Management</i> , 2022, 31, 757-775. | 5.1 | 31 |
| 105 | CUSTOMER SATISFACTION IN THE CONTEXT OF BRAND POSITIONING IN SERVICE SECTOR: A CASE STUDY OF STARBUCKS IN ANKARA. <i>Business & Management Studies: an International Journal</i> , 2018, 6, . | 0.1 | 0 |
| 106 | Qualitative Investigation of Customer Delight and Terrible Hospitality Experiences. <i>Global Business Review</i> , 0, , 097215092210949. | 1.6 | 4 |
| 107 | Effect of Relationship Marketing on Customer Satisfaction in Access Bank PLC, Ibadan. <i>SSRN Electronic Journal</i> , 0, , . | 0.4 | 1 |
| 108 | Effect of price transparency on the perception of fair price and satisfaction with the purchase of sports products. <i>Journal of Revenue and Pricing Management</i> , 0, , . | 0.7 | 1 |
| 109 | A Meta-Analysis of the Antecedents and Consequences of Delight in Tourism and Hospitality Research. <i>Advances in Hospitality and Tourism Research</i> , 0, , . | 1.2 | 0 |

| # | ARTICLE | IF | CITATIONS |
|-----|---|-----|-----------|
| 110 | Feeling Luxe: A Topic Modeling \tilde{A} — Emotion Detection Analysis of Luxury Hotel Experiences. <i>Journal of Hospitality and Tourism Research</i> , 2023, 47, 1425-1452. | 1.8 | 4 |
| 111 | Not Just Good, but Fair Service: The Mediating Role of Psychological Contract Breach between Service Quality and Behavioral Outcomes. <i>Journal of China Tourism Research</i> , 0, , 1-23. | 1.2 | 1 |
| 112 | Determinants of self-drive attributes supporting destination advocacy: Case of Thai domestic tourists. <i>Journal of Vacation Marketing</i> , 2024, 30, 225-244. | 2.5 | 2 |
| 113 | Understanding hedonic and utilitarian routes to loyalty through satisfaction and delight: evidence from the fine-dining industry in India. <i>Journal of Foodservice Business Research</i> , 0, , 1-28. | 1.3 | 1 |
| 114 | Marketing of Happiness: The Role of Customer Loyalty on Happiness. <i>Journal of Promotion Management</i> , 2023, 29, 228-258. | 2.4 | 3 |
| 115 | What's in the box? Investigating the benefits and risks of the blind box selling strategy. <i>Journal of Retailing and Consumer Services</i> , 2023, 71, 103189. | 5.3 | 4 |
| 116 | COMPARISONS OF TOURIST CIRCUIT PATTERN AT SELECTED TOURISM DESTINATION IN SABAH, MALAYSIA. <i>Planning Malaysia</i> , 0, 20, . | 0.2 | 1 |
| 117 | Cultural tourist and user experience with artificial intelligence: a holistic perspective from the Industry 5.0 approach. <i>Journal of Tourism Futures</i> , 2022, ahead-of-print, . | 2.3 | 3 |
| 118 | The effect of hospitableness on positive emotions, experience, and well-being of hospital patients. <i>International Journal of Hospitality Management</i> , 2023, 110, 103431. | 5.3 | 8 |
| 119 | Satisfaction or delight? A cross-cultural study of loyalty formation linked to two restaurant types. <i>Journal of Hospitality and Tourism Insights</i> , 0, , . | 2.2 | 0 |
| 120 | Kaizen practices and performance improvement in Zambian manufacturing companies. <i>Cogent Engineering</i> , 2023, 10, . | 1.1 | 0 |
| 122 | The impact of brand awareness and perceived quality on smartphone customer loyalty. <i>AIP Conference Proceedings</i> , 2023, , . | 0.3 | 0 |
| 124 | Website- und Webshop-Marketing. , 2023, , 409-463. | | 0 |