"MTEs and revisit intention: The mediating role of destination attachment and sharing experiences on social media"

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MTES AND REVISIT INTENTION: THE MEDIATING ROLE OF DESTINATION ATTACHMENT AND SHARING EXPERIENCES ON SOCIAL MEDIA

Abstract

The study aims to investigate the role of destination attachment and sharing travel experiences on social media in the relationship between memorable tourism experiences (MTEs) and revisit intention. This study focused on Ha Long Bay, Vietnam, with limited research on predicting tourists' intentions to revisit this destination. The self-administered questionnaire survey is applied to analyze the relationship between the variables and verify the hypotheses based on the collected 578 valid responses. The structural equation modeling was employed to test the relationships in the research model with SPSS 24.0 and SmartPLS 4.0. The results show that MTEs significantly and directly influence tourists' intention to revisit a destination. MTEs also have a direct impact on destination attachment and sharing travel experiences on social media. Furthermore, the findings also prove that destination attachment and sharing travel experiences on social media directly affect revisit intention. It is worth noting that they act as intermediaries in the relationship between MTEs and tourists' intentions to revisit a destination. This study contributes to a deeper understanding of tourists' intentions to revisit and offers theoretical and practical implications.

Keywords	sharing travel experiences, destination attachment, memorable tourism experiences, revisit intention, Ha Long Bay
JEL Classification	M31, Z32, Z33

INTRODUCTION

Tourism is a significant revenue source. Destination marketing managers are keen to explore, assess, and identify the factors influencing tourists' intention to return to a destination (Yu et al., 2019). The revisit intention is travelers' eagerness to return to a travel destination to relive the enjoyment and recapture their cherished memories (Wang et al., 2017). Chandralal et al. (2015) and Zhang et al. (2018) have proven that memorable tourism experiences (MTEs) serve as a crucial indicator of future tourist behavior. Therefore, when tourists have a satisfying and memorable experience at a destination, they are more inclined to want to revisit a similar place (Kim et al., 2010). Jian et al. (2021), Wong et al. (2020), and Cifci (2022) investigated the impact of destination attachment and sharing travel experiences on the formation of behavioral intention to return to a travel destination. Surprisingly, there is no research linking MTEs, the intention to return, and these two factors. Given that the mechanism between MTEs, destination attachment, sharing travel experiences, and behavioral intentions is still unclear, there is a research gap that needs to be filled.

Nowadays, beach tourism destinations are constantly being invested in and developed and have received more attention worldwide as a more suitable relaxation option (Williams et al., 2016). Despite the importance of beach tourist loyalty in destination marketing, the tourism literature shows sparse investigation into the antecedents of tourist behavior in beach tourism contexts (Hasan et al., 2020).

Ha Long Bay is located in Quang Ninh Province in the northeastern part of Vietnam. This area stands out for its unparalleled natural beauty, distinct geological characteristics, unique ecosystem, and rich biodiversity. It also holds significant historical sites and archaeological treasures deeply woven into Vietnamese mythology and folklore (Galla, 2002). Ha Long Bay has received UNESCO's prestigious World Heritage Site designation on three separate occasions, acknowledging its global importance in terms of landscape, geology, and geomorphology (in 1994, 2000, and 2023). Moreover, it earned recognition as one of the New Seven Natural Wonders of the World in 2011. With its internationally acclaimed value and captivating allure, Ha Long Bay holds immense economic and cultural significance for Vietnam, playing a pivotal role in the nation's growth as a highly sought-after international tourist destination. Although tourism in Ha Long started to gain momentum in the early 1990s, there has been a notable scarcity of research evaluating this exceptional destination. Beach and island tourism face intense competition today due to the rapid development of numerous destinations. Consequently, choosing Ha Long Bay, one of Vietnam's most pivotal and captivating tourist destinations, for the research context is appropriate.

1. LITERATURE REVIEW AND HYPOTHESES

The concept of memorable tourism experiences (MTEs) has recently gained significant attention in tourism literature. As Kim et al. (2012) outlined, a memorable tourism experience encompasses the noteworthy moments of what travelers do, the way they feel, and their impressions of a destination. The level of memorability varies from person to person, even when dealing with the same travel service provider, depending on their prior experiences (Kim, 2018). In the modern tourism market, understanding and enhancing tourists' positive experiences is seen as a competitive advantage (Kim et al., 2012; Zhang et al., 2018).

The ability to remember effectively generates positive impressions of attractions and improves the overall quality of the tourism encounter, ensuring that travelers memorize indelible moments (Tsai, 2016). When a destination offers MTEs, the likelihood of tourists returning to this place is enhanced. According to Hu (2003), revisit intention is intertwined with tourists' sightseeing experiences, subject to post-trip evaluations. This underscores how a traveler's experience influences the decisions regarding future journeys. Memorable tourism experiences wield substantial influence over tourists' satisfaction and revisit intention, particularly

within destination marketing (Kim, 2018; Chen & Rahman, 2018). Barnes et al. (2016) and Kim et al. (2012) posit that the enduring memory of exceptional experiences has the most potent sway on a traveler's inclination to revisit a destination.

Sharing travel experiences on social media is defined as the behavior or activities where an individual spreads travel-related experiences with other members through online social platforms (Kang & Schuett, 2013). User-generated travel information is often deemed more trustworthy than information provided by travel companies, making travel experiences shared on social media highly credible (Litvin et al., 2008). Social media platforms have played a pivotal role in assessing and seeking recommendations or alerts, thereby reducing the risk of making erroneous decisions (Jeng & Fesenmaier, 2002). Travelers typically opt to share experiences that hold significance, leave a lasting impression, and are unforgettable regarding the destinations they have explored.

Ryu and Feick (2007) found that merely highlighting positive consumer experiences can boost post-purchase satisfaction and foster brand loyalty. In the past, travelers enjoyed recounting their travel experiences to others once they returned home (Yousefi & Marzuki, 2012). Now, they seek to share posts or images about their present journey on so-

cial media, anticipating positive responses, such as 'likes' from friends, family, or fellow group members (Tussyadiah & Fesenmaier, 2009). This act of sharing reinforces the roles individuals play within the groups they identify with and belong to (group identity) and also strengthens their bonds within these groups (Yardi & Boyd, 2010). According to Maslow's hierarchy of needs, humans have an inherent need for social interaction, a sense of community, and a feeling of belonging. To reaffirm this group identity (Stieglitz & Dang-Xuan, 2013), travelers may develop an intention to partake in similar journeys after garnering recognition through sharing their travel experiences. Sharing these memorable tourism experiences on social media can, in turn, kindle their intention to undertake future travels (Wong et al., 2020). Shared travel experiences on social media are indispensable for potential travelers in search of objectivity and credibility to plan their journeys (Litvin et al., 2008). Consequently, the reliability of experiences shared on social media exerts a substantial influence on future travel intentions and choices (Bae et al., 2017).

Social media platforms offer individuals the opportunity to share their personal viewpoints and contribute to the social fabric (Wang et al., 2002). When sharing their travel experiences on social media, individuals often have various motivations: some seek to assist others, provide valuable insights within the online community, or gain recognition for imparting valuable travel information (Munar & Jacobsen, 2014).

Wong et al. (2020) have shed light on the role of sharing tourism experiences. The three aspects of tourism experiences (scenery, ethnic entertainment, and ethnic interaction) significantly influence the sharing of tourism experiences on mobile social media and have a direct impact on the intention to visit destinations of different ethnic groups. Furthermore, sharing travel experiences serves as an intermediary for the influence of the three aspects of MTEs on the intention to visit destinations of different ethnic groups. Yang et al. (2013) also argue that MTEs influence the behavior of tourists in sharing travel experiences on mobile social media and the intention to visit other destinations. Therefore, concerning island and beach tourism, it can be hypothesized that MTEs affect behavioral intentions through sharing tourism experiences.

According to The Attachment Theory (Bowlby, 1977), attachment signifies the emotional bond between an individual and a specific entity. In marketing, attachment is construed as the structural relationship that reflects the strength of the connection between a brand and its consumers (Park et al., 2010). The concept of attachment to a destination pertains to the emotional linkage between an individual and a particular place (Hidalgo & Hernandez, 2001), encompassing positive trust and emotional rapport between an individual and a specific destination (Yuksel et al., 2010).

Tourism experiences are pivotal in shaping attachment to a destination (Jorgensen & Stedman, 2006). Travelers forge stronger attachments to destinations when they undergo unforgettable experiences filled with positive memories (Vada et al., 2019). Tsai (2012) underscores that the holistic travel experience engenders pleasure among travelers, laying the foundation for their attachment to the destination. Memorable tourism experiences leave a lasting impression and can be fondly recalled after the journey. Hence, when travelers have enjoyed positive and memorable experiences at a destination, it fosters an emotional connection to that destination.

While previous research has highlighted the positive connection between attachment to a destination and loyalty, there has been limited exploration within the field of tourism regarding the link between destination attachment and revisit intention (Xu & Zhang, 2016; Patwardhan et al., 2020). Destination attachment is cultivated when a traveler establishes a psychological connection between their self-concept and the travel destination (Tsai, 2012). Thus, it is a cornerstone for their future attitudes and behaviors as travelers (Prayag & Ryan, 2012). A traveler's level of attachment to a destination can strongly influence their decision to return (B. P. George & B. George, 2004), as destination attachment reflects the emotional bond between individuals and the destination, potentially heightening their desire to revisit.

Destination attachment is believed to mediate the relationship between memorable tourism experiences and revisit intention (Jian et al., 2021). Studies in the tourism sector have also revealed that destination attachment acts as a mediator in the relationship between image similarity and
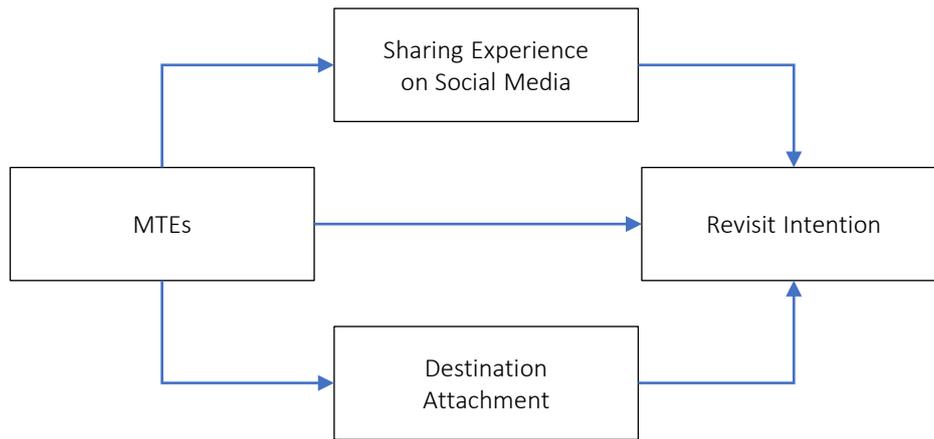
Figure 1. Research model

overall satisfaction with the destination, as well as the connection between image similarity and revisit intention (Cifci, 2022).

This study aims to expand knowledge on the role of sharing travel experiences on social media and destination attachment in the relationship between memorable tourism experiences and revisit intention, with a particular focus on Ha Long Bay in Vietnam (Figure 1). Therefore, the following hypotheses are proposed:

H1: *Memorable tourism experiences have a positive direct effect on revisit intention.*

H2: *Memorable tourism experiences have a positive direct effect on sharing travel experiences on social media.*

H3: *Sharing travel experiences on social media has a positive direct effect on revisit intention.*

H4: *Memorable tourism experiences have a positive indirect effect on revisit intention through sharing travel experiences on social media.*

H5: *Memorable tourism experiences have a positive direct effect on destination attachment.*

H6: *Destination attachment has a positive direct effect on revisit intention.*

H7: *Memorable tourism experiences have a positive indirect effect on revisit intention through destination attachment.*

2. METHODS

The proposed research model uses scales inherited from previous studies with data based on a questionnaire consisting of two parts (i.e., demographic and multiple-item scales). Memorable tourism experiences (MTEs) adapted 24 items from Kim's seven-dimensional MTE scale, including hedonism, novelty, local culture, refreshment, meaningfulness, involvement, and knowledge. Destination attachment was measured using four items inherited from Reitsamer et al. (2016). Sharing travel experiences on social media was measured with a statement proposed by Wong et al. (2020). Finally, revisit intention was operationalized using three items from Kim (2018). All items were gauged on a five-point Likert scale.

To test the proposed model (Figure 1), an online survey was designed and conducted via Google Forms to collect data from tourists who had visited Ha Long Bay in the summer of 2023. The collected data had acceptable reliability for analysis. Two attention check questions were included in the questionnaire to improve data quality and increase statistical power (Oppenheimer et al., 2009).

Prior to undertaking the formal analysis, the dataset was cleaned, and the final sample size of 578 was considered for the analysis. The ratio of males and females is 32.2% and 67.8%, respectively. In terms of age, most (44.8%) fall into the 25 and under category, 19.2% are 26-35, 15.2% are 36-45, and the rest are 46 and over years old. In terms of qualifications, respondents were well educated, with more

than half holding at least an undergraduate degree (67.8%) and 21.3% with a postgraduate degree. Regarding trip duration, 297 respondents (51.4%) had 1-2-day trips, 206 respondents (35.6%) had 3-4-day trips, and the remaining (13%) spent 5 days or more visiting Ha Long Bay.

To achieve the research objectives, the study applied partial least squares structural modeling (PLS-SEM) using SmartPLS 4.0 software in order to access and verify the exploratory research models.

3. RESULTS

The results of data analysis with Cronbach's alpha coefficient and item loadings allow evalua-

tion of the reliability of the constructs. Table 1 shows that Cronbach's alpha and CR are greater than 0.7, and AVE is greater than 0.5 (Hair et al., 2017). Besides, all variance inflation factors (VIFs) ranged between 2.549 and 4.615 (below 5), indicating no potential collinearity problem.

The discriminant validity of the model was measured after determining the convergent validity using the traditional heterotrait-monotrait ratio (HTMT) (Hair et al., 2017). Table 2 shows that all HTMT values are below 0.9, indicating that the discriminant value is confirmed to ensure the model's fit (Henseler et al., 2015).

Bootstrap analysis with 5,000 samples was used to evaluate the relationships with a 5% significance

Table 1. Convergent validity results

Construct	Code	Factor loadings	Cronbach's Alpha	CR	AVE
Hedonism (HED)	HED1	0.871	0.921	0.944	0.808
	HED2	0.919			
	HED3	0.925			
	HED4	0.880			
Novelty (NOV)	NOV1	0.831	0.895	0.927	0.760
	NOV2	0.896			
	NOV3	0.885			
	NOV4	0.875			
Local culture (CUL)	CUL1	0.916	0.893	0.934	0.824
	CUL2	0.897			
	CUL3	0.910			
Refreshment (REF)	REF1	0.876	0.899	0.929	0.767
	REF2	0.864			
	REF3	0.884			
	REF4	0.878			
Meaningfulness (MEAN)	MEAN1	0.913	0.903	0.939	0.837
	MEAN2	0.923			
	MEAN3	0.910			
Involvement (INV)	INV1	0.894	0.900	0.937	0.833
	INV2	0.932			
	INV3	0.912			
Knowledge (KNOW)	KNOW1	0.909	0.902	0.943	0.846
	KNOW2	0.940			
	KNOW3	0.911			
Destination attachment (DA)	DA1	0.894	0.899	0.930	0.769
	DA2	0.909			
	DA3	0.873			
	DA4	0.829			
Sharing experience on social media (SHA)	SHA1	0.873	0.950	0.960	0.800
	SHA2	0.907			
	SHA3	0.890			
	SHA4	0.904			
	SHA5	0.899			
	SHA6	0.893			
Revisit intention (INT)	INT1	0.904	0.895	0.935	0.826
	INT2	0.918			
	INT3	0.906			

Table 2. Discriminant validity (heterotrait-monotrait ratio)

	CUL	DA	HED	INT	INV	KNOW	MEAN	NOW	REF	SHA
CUL										
DA	0.813									
HED	0.821	0.765								
INT	0.778	0.802	0.769							
INV	0.838	0.826	0.849	0.826						
KNOW	0.822	0.808	0.827	0.786	0.890					
MEAN	0.780	0.815	0.753	0.720	0.837	0.756				
NOV	0.822	0.830	0.865	0.786	0.854	0.859	0.792			
REF	0.864	0.764	0.870	0.763	0.898	0.838	0.830	0.828		
SHA	0.685	0.805	0.676	0.772	0.749	0.726	0.683	0.720	0.679	

Note: HED = Hedonism; NOV = Novelty; CUL = Local culture; REF = Refreshment; MEAN = Meaningfulness; INV = Involvement; KNOW = Knowledge; DA = Destination attachment; SHA = Sharing experience on social media; INT = Revisit intention.

level. As shown in Table 3, there was a substantial and positive effect of MTEs on revisit intention ($\beta = 0.787$, $p = 0.000$). MTEs also positively influence sharing travel experiences on social media ($\beta = 0.735$, $p = 0.000$) and destination attachment ($\beta = 0.819$, $p = 0.000$). Results show a meaningful positive impact of sharing travel experiences on social media on revisit intention ($\beta = 0.252$, $p = 0.000$). Furthermore, there was a significant positive impact of destination attachment on revisit intention ($\beta = 0.127$, $p = 0.031$). Therefore, the five hypotheses of direct effects (H1, H2, H3, H5, and H6) were supported. Moreover, the effect size of MTEs on sharing travel experiences and destination attachment was large ($f^2 > 0.35$), and the effect size of MTEs on revisit intention was medium ($f^2 > 0.15$). However, the effect size of sharing travel experiences on social media and destination attachment on revisit intention was small ($f^2 > 0.02$).

The data analysis showed the path coefficients and the prediction level of the constructs. MTEs, sharing travel experiences on social media, and destination attachment explained 66.4% of revisit intention ($R^2 = 0.664$). Meanwhile, MTEs explained 54.0% of sharing experiences on social media ($R^2 = 0.540$) and 67.1% of destination attachment ($R^2 = 0.671$). In behavioral studies, these values of R^2 are considered high (Hair et al., 2017).

In addition to the direct effects of revisit intention, this study presents the analysis results of the influence of MTEs through sharing travel experiences on social media and destination attachment. As shown in Table 4, sharing travel experiences on social media has a mediating impact on the association between MTEs and revisit intention. Furthermore, destination attachment mediates the relationship between MTEs and revisit intention. Therefore, H4 and H7 were supported.

Table 3. Testing direct effects

H	Concept (X)	Concept (Y)	Effect Factor (X→Y)	Level of significance	f^2	Result
H1	MTEs	INT	0.787	0.000	0.217	Supported
H2	MTEs	SHA	0.735	0.000	1.174	Supported
H3	SHA	INT	0.252	0.000	0.075	Supported
H5	MTEs	DA	0.819	0.000	2.036	Supported
H6	DA	INT	0.127	0.031	0.024	Supported

Note: MTEs = Memorable tourism experiences; DA = Destination attachment; SHA = Sharing experience on social media; INT = Revisit intention.

Table 4. Testing indirect effects

Indirect effects	Original Sample (O)	Sample mean (M)	Standard deviation (STDEV)	T Statistics (|O/STDEV|)	Level of significance (p-value)
MTEs→SHA→INT	0.185	0.184	0.041	4.565	0.000
MTEs→DA→INT	0.104	0.106	0.048	2.146	0.032

Note: MTEs = Memorable tourism experiences; DA = Destination attachment; SHA = Sharing experience on social media; INT = Revisit intention.

4. DISCUSSION AND IMPLICATIONS

The present study has provided empirical evidence regarding tourists' perceptions and behaviors, explaining the formation of tourists' intentions to revisit a destination. While the impact of travel experiences on tourists' behavioral intentions has been widely researched, the role of information sharing on social media and destination attachment has been noticeably absent in the current literature.

As implied by the findings from H1, tourists with more positive experiences are more inclined to return. Thus, memorable tourism experiences (MTEs) significantly influence revisit intention (Kim et al., 2012; Barnes et al., 2016; Tsai, 2016; Zhang et al., 2018; Chen & Rahman, 2018). For island destinations, tourists who visit such places with favorable MTEs are more likely to revisit (Kahraman & Cifci, 2023).

As emphasized by H2 and H3 results, the higher the perception of memorable tourism experiences, the more it stimulates tourists' social media sharing behavior. Simultaneously, this behavior also increases the intention to revisit Ha Long Bay. Therefore, the credibility of experiences shared on social media significantly influences future travel choices and intentions of tourists (Bae et al., 2017). In addition, the results of H4 indicate that sharing travel experiences on social media also acts as an intermediary in the relationship between MTEs and revisit intention. These findings align with Wong et al. (2020).

The findings highlight that MTEs have a substantial impact on destination attachment (H5), and destination attachment significantly influences revisit intention (H6). These memorable experiences lead travelers to perceive their journey as meaningful and the destination as a place worth returning to for future vacations. Consequently, the present paper provides additional evidence of the correlation between MTEs and destination attachment, aligning with Jorgensen and Stedman (2006), Tsai (2016), and Vada et al. (2019). Moreover, a stronger bond with the destination boosts revisit intention, affirming the constructive role of destination attachment in driving return behaviors (B. P. George & B. George, 2004).

The findings also indicate that destination attachment plays an intermediary role in the relationship between MTEs and revisit intention (H7). Positive travel experiences of beach and island travelers foster a stronger emotional connection, thus propelling the intention to return. The results underscore the significance of destination attachment as a pivotal mediating factor in the MTEs - revisit intention relationship.

Built upon previous research on revisit intentions, the findings of this study offer several contributions to the tourism literature and practical implications. From a theoretical perspective, this research fills gaps in the existing literature concerning the mediating role of destination attachment and sharing tourism experiences on social media in the relationship between MTEs and revisit intention. The analysis showed that tourists' behavioral intentions are highly sensitive to their perceptions of memorable experiences. The significant impact of MTEs on destination attachment and social media sharing behaviors strengthens the evidence to support further research on its influence on variables related to tourists' perceptions and behaviors. Unlike prior scholars who mainly examined the direct impact of MTEs on behavioral intentions or other extended variables, this study has integrated both destination attachment and sharing behaviors to investigate their effects on tourists' revisit intention.

The paper proposes several recommendations for policymakers and destination marketers in the Ha Long region. Given its status as the foremost renowned destination in Vietnam, companies still need to enhance the overall tourist experience in various aspects. Tourism products should be evaluated for their uniqueness. Tourists should genuinely desire to engage in activities when visiting Ha Long. In addition to traditional activities, such as touring the bay, rowing boats, beach activities, and cave exploration, new and innovative experiences in Ha Long need to be developed. Services like helicopter tours and hot air balloon rides exemplify innovation in service provision, but promotional activities and marketing need to be intensified. Beyond improving visitor satisfaction with accommodations, Ha Long tours should provide deeper insights into the regional history, culture, and cuisine. The geological val-

ues, the diversity of topography, landforms, and natural landscapes should offer tourists a more profound understanding. Additionally, both tangible and intangible cultural values should be efficiently exploited, while recreational and entertainment activities should be organized regularly to remain attractive. Ha Long needs to introduce more unique, sophisticated, and diverse tourism products, especially those related to beach and island tourism.

As destination attachment and sharing tourism experiences on social media are significant mediators in the model, these findings imply that creating and enhancing the positive perception of the beach destination and sharing behavior are necessary for consideration. Most tourists now use smartphones and engage with social media. Therefore, government agencies, travel companies, and accommodation providers should implement measures to encourage their guests' social media sharing behavior. These entities should create various remarkable photography spots and scenic highlights at tourist destinations and activity locations. Providing Wi-Fi coverage at these points and assisting tourists with photography-related

resources (such as location signage and volunteers) is essential. This will enhance visitor satisfaction, evoke positive emotions, and stimulate them to share their experiences with friends and post on social media.

Vietnam boasts an extensive coastline with numerous bays and beaches developed for tourism, and Ha Long Bay stands out as the most beautiful and renowned. Both foreign and domestic travelers tend to compare beach and island trips among various destinations. Furthermore, domestic destinations are being considered, experienced, and compared with similar tours in other countries, especially regional neighbors like Thailand and Indonesia. To enhance tourists' intentions to revisit, local authorities, tourism businesses, and the local community must strive to make visitors feel that Ha Long Bay is the ideal destination, offering a meaningful experience with the powerful allure of its heritage. Experiences and services must genuinely excel so that tourists feel a strong attachment to this destination, especially when many beautiful bays, both domestically and internationally, are continuously invested in and developed for tourism.

CONCLUSION

This study investigated the role of destination attachment and sharing travel experiences on social media in the relationship between MTEs and the tourists' revisit intention. It was revealed that MTEs have a direct impact on revisit intention. Furthermore, the findings also prove that destination attachment and sharing travel experiences on social media play a significant mediating role between MTEs and revisit intention. Hence, elevating tourists' sense of attachment and encouraging sharing behavior not only satisfies their current travel desires but also molds their future travel intentions. These findings hold the potential to contribute valuable insights to the field of MTEs and tourist behavior research. The study provides valuable suggestions for boosting tourists' intention to return, serving as a reference for destination development and management strategies.

While this analysis significantly contributes to the understanding of theory and practical applications, it is essential to acknowledge specific limitations that warrant future attention. Firstly, the research model primarily focused on specific concepts, with the main objective of investigating the role of destination attachment and sharing behavior in the relationship between MTEs and revisit intention. However, the paper did not consider the potential influence of demographic variables, leaving questions about their impact unanswered. Future research could provide a more comprehensive understanding of the existing limitations in explaining tourists' revisit intentions. Secondly, the behavioral revisit intention was assessed and analyzed as a collective measure for all tourists surveyed during the study. In reality, a significant number of tourists visit Ha Long Bay multiple times, and their past experiences and travel frequency could affect their intentions to revisit. Thus, future research might offer a more detailed exploration. Thirdly, the sample selection method may have limited the generalizability of the findings.

The majority of respondents were young females, which might introduce biases in describing sharing behavior on social media and explaining behavioral intentions. Therefore, future research could benefit from random sampling methods to ensure more inclusive research outcomes. Lastly, the study did not delve into the relationships between various facets of MTEs and destination attachment, information sharing on social media, and their influence on tourists' revisit intentions. Furthermore, future in-depth research could explore the roles of other precursor variables, such as satisfaction and service quality. These potential research directions could be explored in forthcoming studies.

AUTHOR CONTRIBUTIONS

Conceptualization: Van Vien Vu, Van Hao Hoang, Hoai Thu Nguyen.
Data curation: Van Vien Vu, Van Hao Hoang.
Formal analysis: Van Hao Hoang, Hoai Thu Nguyen.
Investigation: Van Vien Vu, Van Hao Hoang.
Methodology: Van Vien Vu, Van Hao Hoang.
Project administration: Van Vien Vu.
Resources: Van Vien Vu.
Supervision: Van Vien Vu, Van Hao Hoang.
Visualization: Hoai Thu Nguyen.
Writing – original draft: Van Vien Vu, Van Hao Hoang, Hoai Thu Nguyen.
Writing – review & editing: Van Vien Vu, Van Hao Hoang, Hoai Thu Nguyen.

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