## **Reference List**

Ahmad, R., & Buttle, F. (2001). Retaining business customers through adaptation and bonding: a case study of HDoX. *Journal of Business & Industrial Marketing*, 16(7), 553-573.

Ainsworth, M. D. (1989). Attachments Beyond Infancy. *American Psychologist*, 44(4), 709-716.

Ainsworth, M. D. (1991). Attachments and other affectional bonds across the life cycle. In C. M. Parkes, J. Stevenson-Hinde, & P. Marris (Eds.) *Attachment Across the Life Cycle* (pp. 33-51). London: Routledge.

Ainsworth, M. D. Salter. (1982). Attachment: Retrospect and Prospect. In C. Murray Parkes & J. Stevenson-Hinde (Eds.) *The Place of Attachment in Human Behavior* (pp. 3-30). London: Basic Books.

Ainsworth, M. D. Salter, & Bell, S. M. (1970). Attachment, Exploration and Separation: Illustrated by the Behavior of One-year-olds in a Strange Situation. *Child Development*, 41 (1), 49-67.

Allen, N. J., & Meyer, J. P. (1990). The measurement and antecedents of affective, continuance and normative commitment to the organization. *Journal of Occupational Psychology*, 63(1), 1-18.

Alonso, A. D. (2010). Importance of relationships among small accommodation operations around the city of Perth. *Tourism and Hospitality Research*, 10(1), 14-24.

Altinay, L., & Brookes, M. (2012). Factors influencing relationship development in franchise partnerships. *Journal of Services Marketing*, 26(4), 278-292.

Anderson, J. C., & Gerbing, D. W. (1988). Structural equation modeling in practice: a review and recommended two-step approach. *Psychological Bulletin*, 103(3), 411–423.

Arantola, H. (2002). Consumer bonding - a conceptual exploration. *Journal of Relationship Marketing*, 1(2), 93-107.

Armstrong, J. S., & Overton, T. S. (1977). Estimating non-response bias in mail surveys. *Journal of Marketing Research*, 14(3), 396-402.

Arrindell, W. A., & van der Ende J. (1985). An empirical test of the utility of the observations-to-variables ratio in factor and components analysis. *Applied Psychological Measurement*, 9(2), 165-178.

Asendorpf, J. B., & Wilpers, S. (2000). Attachment security and available support: Closely linked relationship qualities. *Journal of Social and Personal Relationships*, 17(1), 115-138.

Austin, J. R., Siguaw, J. A., & Mattila, A. S. (2003). A re-examination of the generalizability of the Aaker brand personality measurement framework. *Journal of Strategic Marketing*, 11(2), 77-92.

Bagozzi, R., & Phillips, L. W. (1982). Representing and testing organizational theories: a holistic construal. *Administrative Science Quarterly*, 27(3), 459-489.

Bagozzi, R. P., & Yi, Y. (1988). On the evaluation of structural equation models. *Journal of the Academy of Marketing Science*, 16(1), 74-94.

Bagozzi, R. P., & Yi, Y. (2012). Specifications, Evaluation, and Interpretation of Structural Equation Models. *Journal of the Academy of Marketing Science*, 40(1), 8-34.

Bansal, H. S., Irving, P. G., & Taylor, S. F. (2004). A Three-Component Model of Customer Commitment to Service Providers. *Journal of the Academy of Marketing Science*, 32(3), 234-250.

Bardauskaite, I. (2014). Loyalty in the Business-to-Business Service Context: A Literature Review and Proposed Framework. *Journal of Relationship Marketing*, 13(1), 28–69.

Bartholomew, K., & Horowitz, L. M. (1991). Attachment Styles Among Young Adults: A Test of a Four-Category Model. *Journal of Personality and Social Psychology*, 61(2), 226-244.

Beetles, A. C., & Harris, L. C. (2010). The role of intimacy in service relationships: an exploration. *Journal of Services Marketing*, 24(5), 347-358.

Bendapudi, N., & Berry, L. L. (1997). Customers' Motivations for Maintaining Relationships With Service Providers. *Journal of Retailing*, 73(1), 15-37.

Bentler, P. M. (1990). Comparative fit indexes in structural models. *Psychological Bulletin*, 107(2), 238-246.

Beritelli, P. (2011). Cooperation among prominent actors in a tourist destination. *Annals of Tourism Research*, 38(2), 607-629.

Berry, L., & Parasuraman, A. (1991). *Marketing Services – Competing through Quality*. New York: Free Press.

Blumberg, B., Cooper, D. R., & Schindler, P. S. (2008). *Business Research Methods*. (2nd ed.). Berkshire: McGraw-Hill Higher Education.

Boley, B. B., & McGehee, N. G. (2014). Measuring empowerment: Developing and validating the Resident Empowerment through Tourism Scale (RETS). *Tourism Management*, 45, 85-94.

Bollen, K. (1989). A new incremental fit index for general structural models. *Sociological Methods and Research*, 17(3), 303-316.

Bolton, R. N., Smith, A. K., & Wagner, J. (2003). Striking the right balance: Designing Service to Enhance Business-to-Business Relationships. *Journal of Service Research*, 5(4), 271-291.

Bosse, D. A., & Coughlan, R. (2016). Stakeholder Relationship Bonds. *Journal of Management Studies*, 53(7), 1197-1222.

Bowlby, J. (1973). *Separation, Anxiety and Anger*. USA: The Tavistock Institute of Human Relations.

Bowlby, J. (1979). *The Making and Breaking of Affectional Bonds*. London: Tavistock Publications.

Bowlby, J. (1980). *Attachment and Loss: Volume 3 Sadness and Depression*. New York: Basic Books.

Bowlby, J. (1984). *Attachment and Loss: Volume 1 Attachment*. (2nd ed.). Middlesex: Pelican Books.

Bretherton, I. (1991). The roots and growing points of attachment theory. In C. M. Parkes, J. Stevenson-Hinde, & P. Marris (Eds.) *Attachment Across the Life Cycle* (pp. 9-32). London: Routledge.

Brown, S. L., & Brown, R. M. (2006) Selective Investment Theory: Recasting the Functional Significance of Close Relationships. *Psychological Inquirer*, 17(1), 1-29.

Byrne, D. (1971). The Attraction Paradigm. New York: Academic Press.

Caprara, G. V., Barbaranelli, C., & Guido, G. (2001). Brand personality: how to make the metaphor fit? *Journal of Economic Psychology*, 22(3), 377–395

Čater, B. (2008). The importance of social bonds for communication and trust in marketing relationships in professional services. *Management: Journal of Contemporary Management Issues* 13 (1):1–15

Čater, B., & Čater, T. (2009). Emotional and rational motivations for customer loyalty in business-to-business professional services. *The Service Industries Journal*, 29(8), 1151-1169.

Čater, B., & Zabkar, V. (2009). Antecedents and consequences of commitment in marketing research services: The client's perspective. *Industrial Marketing Management*, 38(7), 785-797.

Chen, G., Bao, J., & Huang, S. (2014). Developing a Scale to Measure Backpackers' Personal Development. *Journal of Travel Research*, 53(4), 522-536.

Chen, Y. L., & Chiu, H. C. (2009). The effects of relational bonds on online customer satisfaction. *The Service Industries Journal*, 29(11) 1581–1595.

Cheng, C., & Kuo, H. (2015). Bonding to a new place never visited: Exploring the relationship between landscape elements and place bonding. *Tourism Management*, 46, 546-560.

- Chicksand, D. (2015). Partnerships: the role that power plays in shaping collaborative buyer-supplier exchanges. *Industrial Marketing Management*, 48, 121-139.
- Chiu, H. C., Hsieh, Y. C., Li, Y. C., & Lee M. (2005). Relationship marketing and consumer switching behavior, *Journal of Business Research*, 58 1681-1689.
- Choi, M., Law, R., & Yoonjoung Heo, C. (2016). "Shopping destinations and trust e Tourist attitudes: Scale development and validation. *Tourism Management*, 54, 490-501.
- Churchill, G. A. (1979). A Paradigm for Developing Better Measures of Marketing Constructs. *Journal of Marketing Research*, 16(1), 64-73.
- Claycomb, C., & Frankwick, G. L. (2010). Buyers' perspectives of buyer-seller relationship development. *Industrial Marketing Management*, 39(2), 252-263.
- Collins, N. L., & Read, S. J. (1990). Adult Attachment, Working Models, and Relationship Quality in Dating Couples. *Journal of Personality and Social Psychology*, 58(4), 644-663.
- Coulter, R. A., & Ligas, M. (2004). A typology of customer-service provider relationships: the role of relational factors in classifying customers. *Journal of Services Marketing*, 18(6), 482-493.
- Cova, B., Prévot, F., & Spencer, R. (2010). Navigating between dyads and networks. *Industrial Marketing Management*, 39, 879-886.
- Crosby, L. A., Evans, K. R., & Cowles, D. (1990). Relationship Quality in Services Selling: An Interpersonal Influence Perspective. *Journal of Marketing*, 54(3), 68-81.
- Crotts, J. C., Aziz, A., & Raschid, A. (1998). Antecedents of supplier's commitment to wholesale buyers in the international travel trade. *Tourism Management*, 19(2): 127-134.
- Czernek, K., & Czakon, W. (2016). Trust-building processes in tourist coopetition: The case of a Polish region. *Tourism Management*, 52, 380-394.
- Dash, S., Bruning, E., & Guin, K. K. (2009). A cross-cultural comparison of individualism's moderating effect on bonding and commitment in banking relationships. *Marketing Intelligence and Planning*, 27(1), 146-169.
- Davis, K. E., & Todd, M. J. (1982). Friendship and Love Relationships. *Advances in Descriptive Psychology*, 2, 79-122.
- DeVellis, R. F. (1991). *Scale Development Theory and Applications*. Newbury Park: Sage Publications.
- Easton, G., & Araujo, L. (1986). Networks, Bonding and Relationships in Industrial Markets. *Industrial Marketing and Purchasing*, 1(1), 8-25.
- Fabrigar, L. R., Wegener, D. T., MacCallum, R. C., & Strahan, E. J. (1999). Evaluating the use of exploratory factor analysis in psychological research. *Psychological Methods*, 4(3), 272-299.

- Fan, X., Thompson, B., & Wang, L. (1999). Effects of sample size, estimation methods, and model specification on structural equation modeling fit indexes. *Structural Equation Modeling*, 6(1), 56-83.
- Fang, S., Wu, J., Fang, S., Chang, Y., & Chao, P. (2008). Generating effective interorganizational change: A relational approach. *Industrial Marketing Management*, 37(8), 977-991.
- Field, A. (2009). Discovering Statistics using SPSS. London: Sage.
- Fonfara, K., Ratajczak-Mrozek, M., & Leszczyński, G. (2018) Change in business relationships and networks: Concepts and business reality. *Industrial Marketing Management*, 70, 1-4.
- Fornell, C., & Larcker, D. (1981). Evaluating structural equation models with unobserved variables and measurement error. *Journal of Marketing Research*, 18(1), 39-50.
- Fullerton, G. (2003). When does Commitment lead to Loyalty? *Journal of Service Research*, 5(4), 333-344.
- Fyall, A., Callod, C., & Edwards. B. (2003). Relationship Marketing The Challenge for Destinations. *Annals of Tourism Research*, 30(3), 644-659.
- Gerbing, D. W., & Anderson, J. C. (1988). An updated paradigm for scale development incorporating unidimensionality and its assessment. *Journal of Marketing Research*, 25(2): 186-192.
- Geyskens, I., Steenkamp, E. M., Scheer, L. K., & Kumar, N. (1996). The effects of trust and interdependence on relationship commitment: a Trans-Atlantic study. *International Journal of Research in Marketing*, 13(4), 303-317.
- Gnanadesikan, R., & Kettenring, J. R. (1972). Robust estimates, residuals, and outlier detection with multiresponse data. *Biometrics*, 28(1), 81–124.
- Gounaris, S. P., & Venetis, K. (2002). Trust in industrial service relationships: behavioral consequences, antecedents and the moderating effect of the duration of the relationship. *Journal of Services Marketing*, 16(7), 636-655.
- Greer, T. V., Chuchinprakam, N., & Seshadri. S. (2000). Likelihood of Participating in Mail Survey Research Business Respondents' Perspectives. *Industrial Marketing Management*, 29(2), 97-109.
- Groves, R. M. (2006). Nonresponse rates and nonresponse bias in household surveys. *Public Opinion Quarterly*, 70(5), 646–675.
- Guenzi, P., & Pelloni, O. (2004). The impact of interpersonal relationships on customer satisfaction and loyalty to the service provider. *International Journal of Service Industry Management*, 15(4), 365-384.

- Hair, J. F., Anderson, R. E., Tatham, R. L., & Black, W. C. (1998). *Multivariate Data Analysis*. (5th ed.). New Jersey: Prentice Hall Inc.
- Halinen, A. (1994). Exchange Relationships in Professional Services. A Study of Relationship Development in the Advertising Sector. Turku: Publication of the Turku School of Economics and Business Administration.
- Han, S. (1992). Antecedents of buyer-seller long-term relationships: An exploratory model of structural bonding and social bonding. Working Paper No 6, Institute for the Study of Business Markets, Pennsylvania State University, University Park, PA.
- Haytko, D. L. (2004). Firm-to-Firm and Interpersonal Relationships: Perspectives from Advertising Agency Account Managers. *Journal of the Academy of Marketing Science*, 32(3), 312-328.
- Hazan, C., & Shaver, P. R. (1987). Romantic Love Conceptualized as an Attachment Process. *Journal of Personality and Social Psychology*, 52(3): 511-524.
- Hazan, C., & Shaver, P. R. (1990). Love and work: An attachment-theoretical perspective. *Journal of Personality and Social Psychology*, 59(2): 270-280.
- Hazan, C., & Shaver, P. R. (1994). Attachment as an Organizational Framework for Research on Close Relationships. *Psychological Inquiry*, 5(1), 1-22.
- Hidalgo, M. C., & Hernandez, B. (2001). Place attachment: Conceptual and empirical questions. *Journal of Environmental Psychology*, 21(3), 273–281.
- Homans, G. C. (1961). *Social Behavior: Its Elementary Forms*. New York: Harcourt, Brace and World.
- Hu, L. T., & Bentler, P. (1999). Cutoff criteria for fit indexes in covariance structure analysis: conventional criteria versus new alternatives. *Structural Equation Modeling*, 6(1), 1-55.
- Huang, C., Fang, S., Huang, S., Chang, S., & Fang, S. (2014), The impact of relational bonds on brand loyalty: the mediating effect of brand relationship quality. *Managing Service Ouality: An International Journal*, 24(2), 184-204.
- Jöreskog, K. G., Olsson, U. H., & Wallentin, F. Y. (2016). *Multivariate Analysis with LISREL*. Cham: Springer.
- Kattiyapornpong, U. (2009). *The Roles of Social bonds in the Australian Tourism Network*. Paper presented at the 25th IMP conference, Marseille, France.
- Keeter, S., Miller, K., Kohut, A., Groves, R. M., & Presser, S. (2000). Consequences of reducing nonresponse in a national telephone survey. *Public Opinion Quarterly*, 64(2): 125–148.
- Kenny, D. A., & McCoach, D. B. (2003). Effect of the number of variables on measures of fit in structural equation modeling. *Structural Equation Modeling*, 10(3), 333-351.

- Kim, J., Lee, C., & Bonn, M. (2016). The effect of social capital and altruism on seniors' revisit intentions to social network sites for tourism-related purposes. *Tourism Management*, 53, 96-107.
- Kim, W. H., Jun, M., Walker, M., & Drane, D. (2015). Evaluating the perceived social impacts of hosting large-scale sport tourism events: scale development and validation. *Tourism Management*, 48, 21–32.
- Kline, R. B. (2005). *Principles and Practice of Structural Equation Modeling*. New York: Guilford.
- Krackhardt, D. (1992). The Strength of Strong Ties: The Importance of Philos in Organizations. In N. Nohria and R. Eccles (Eds.) *Networks and Organizations: Structure, Form, and Action* (pp. 216-239). Boston Massachusetts: Harvard Business School Press.
- Kuenzel, S. & Krolikowska, E. (2008a). The effect of bonds on loyalty towards auditors: the mediating role of commitment. *The Service Industries Journal*, 28(5), 685-700.
- Kuenzel, S. & Krolikowska, E. (2008b). Psychological bonds and their impact on behavioral loyalty in auditor-client relationships. *Managerial Auditing Journal*, 23(4), 328-344.
- Kumar, N., Scheer, L. K., & Steenkamp, J. E. M. (1995). The Effect of Perceived Interdependence on Dealer Attitudes. *Journal of Marketing Research*, 32(3), 348-356.
- Kyle, G., Graefe, A., & Manning, R. (2005). Testing the Dimensionality of Place Attachment in Recreational Settings. *Environment and Behavior*, 37(2), 153-177.
- Lambert-Pandraud, R., & Laurent, G. (2010). Why do Older Customers Buy Older Brands? The Role of Attachment and Declining Innovativeness. *Journal of Marketing*, 74(5), 104-121.
- Lang, B., & Colgate, M. (2003). Relationship quality, on-line banking and the information technology gap. *International Journal of Bank Marketing*, 21(1), 29-37.
- Larson, P. D., & Poist, R. F. (2004). Improving Response Rates to Mail Surveys: A Research Note. *Transportation Journal*, 43(4), 67-74.
- Lee, Y., Kim, S., Kim, M., Lee, J. and Lim, K. (2015). Relational bonding strategies in the franchise industry: the moderating role of duration of the relationship. *Journal of Business & Industrial Marketing*, 30(7), 830-841.
- Lewicka, M. (2011). Place attachment: how far have we come in the last 40 years? *Journal of Environmental Psychology*, 31(3), 207-230.
- Li, Y. H., & Huang, J. W. (2017). The moderating role of relational bonding in green supply chain practices and performance, *Journal of Purchasing and Supply Management*, 23(4), 290-299.

- Liang, C.-J., & Chen, H. J. (2009). How to lengthen, deepen and broaden customer-firm relationships with online financial services?. *Journal of Financial Services Marketing*, 14(3), 218–31.
- Liang, C. J., Chen, H. J., & Wang, W. H. (2008) Does online relationship marketing enhance customer retention and cross-buying? *Service Industries Journal*, 28(6), 769-787.
- Liang, C., & Wang, W. (2007). The behavioral sequence of information education services industry in Taiwan: relationship bonding tactics, relationship quality and behavioral loyalty. *Measuring Business Excellence*, 11(2), 62-74.
- Liljander, V., & Strandvik, T. (1995). The nature of customer relationships in services. In T. A. Swartz, D. E. Bowen, & S. W. Brown (Eds.) *Advances in Services Marketing and Management* 4 (pp. 141-157). JAI Press: Greenwich.
- Lima, M., & Fernandes, T. (2015). Relationship Bonds and Customer Loyalty: A Study Across Different Service Contexts. In Nóvoa H., & Drăgoicea M. (Eds) *Exploring Services Science*. IESS 2015. Lecture Notes in Business Information Processing, Vol 201. Springer, Cham.
- Lin, N., Weng, J. C. M., and Hsieh, Y. (2003). Relational Bonds and the Customer's Trust and Commitment A Study on the Moderating Effects of Web Site Usage. *The Service Industries Journal*, 23(3), 103-124.
- Line, N. D., & Wang, Y. (2017). Market-Oriented Destination Marketing: An Operationalization. *Journal of Travel Research*, 56(1), 122–135.
- Lo, A. S., Stalcup, L. D., & Lee, A. (2010). Customer relationship management for hotels in Hong Kong. *International Journal of Contemporary Hospitality Management*, 22(2), 139–159.
- Maggon, M., & Chaudhry, H. (2015). Revisiting Relationship Marketing and Customer Relationship Management in Leading Tourism and Hospitality Journals: Research Trends From 2001 to 2013. *Journal of Relationship Marketing*, 14(1), 53-77.
- Manfreda, K. L., Bosnjak, M., Berzelak, J., Haas, I., & Vehovar, V. (2008). Web surveys versus other survey modes: A meta-analysis comparing response rates. *International Journal of Market Research*, 50(1), 79-104.
- Marris, P. (1982). Attachment and Society. In C. Murray Parkes and J. Stevenson-Hinde (Eds.) *The Place of Attachment in Human Behavior* (pp. 185-201). London: Basic Books.
- Mavondo, F. T., & Rodrigo, E. M. (2001). The effect of relationship dimensions on interpersonal and interorganizational commitment in organizations conducting business between Australia and China. *Journal of Business Research*, 52(2), 111-21.
- Mayseless, O., & Popper, M. (2007). Reliance on leaders and social institutions: An attachment perspective. *Attachment & Human Development*, 9(1), 73-93.

Maxwell, G. M. (1985). Behaviour of lovers: Measuring the closeness of relationships. *Journal of Social and Personal Relationships*, 2(2), 215-238.

McCall, G. J., McCall, M. M., Denzin, N. K., Suttles, G. D., & Kurth, S. B. (1970). *Social Relationships*. Chicago: Aldine Publishing Company.

Mende M., & Bolton, R. N. (2011). Why Attachment Security Matters: How Customers' Attachment Styles Influence Their Relationships With Service Firms and Service Employees. *Journal of Service Research*, 14(3), 285-301.

Merinero-Rodríguez, R., & Pulido-Fernandez, J. I. (2016). Analysing relationships in tourism: A review. *Tourism Management*, 54, 122-135.

Medina-Munoz, D., & Garcia-Falcon, J. M. (2000). Successful relationships between hotels and agencies. *Annals of Tourism Research*, 27(3), 737-762.

Mikulincer, M., & Shaver, P. R. (2003). The attachment behavioral system in adulthood: activation, psychodynamics and interpersonal processes. In M. P. Zanna (Ed.) *Advances in Experimental Social Psychology* (pp. 53-101). New York: Academic Press.

Miller, R. S., & Lefcourt, H. M. (1982). The assessment of social intimacy. *Journal of Personality Assessment*, 46(5), 514-518.

Mohd Noor, N. A., Perumal, S. & Goaill, M. M. (2015). The Impact of Relational Marketing Bonds on Retailers' Economic and Social Satisfaction, *Journal of Relationship Marketing*, 14(2), 124-151.

Morakabati, Y., Page, S. J., & Fletcher, J. (2017). Emergency Management and Tourism Stakeholder Responses to Crises. *Journal of Travel Research*, 56(3), 299 – 316.

Morgan, R. M., & Hunt, S. D. (1994). The Commitment-Trust Theory of Relationship Marketing. *Journal of Marketing*, 58(3): 20-38.

Murdy, S., & Pike, S. (2012). Perceptions of visitor relationship marketing opportunities by destination marketers: An importance-performance analysis. *Tourism Management*, 33(5), 1281-1285.

Narteh, B., Agbemabiese, G. C., Kodua, P., & Braimah, M. (2013) Relationship Marketing and Customer Loyalty: Evidence From the Ghanaian Luxury Hotel Industry, *Journal of Hospitality Marketing & Management*, 22(4), 407-436.

Nath, P., & Mukherjee, A. (2012). Complementary effects of relational bonds in information asymmetry contexts. *Journal of Services Marketing*, 26(3),168–80.

Nielson, C. (1998). An empirical examination of the role of "closeness" in industrial buyer-seller relationships. *European Journal of Marketing*, 32(5/6), 441-463.

Nunkoo, R., Ramkissoon, H., & Gursoy, D. (2013). Use of Structural Equation Modeling in Tourism Research: Past, Present, and Future. *Journal of Travel Research*, 52(6), 759-771.

- Nunnally, J. C. (1978). Psychometric Theory. 2nd ed. New York: McGraw-Hill.
- Ogden, S. M., & McCorriston, E. (2007). How do supplier relationships contribute to success in conference and events management? *International Journal of Contemporary Hospitality Management*, 19(4), 319-327.
- Page, S. J., Forer, P., & Lawton, G. R. (1999). Small business development and tourism: *Terra incognita? Tourism Management*, 20(4), 435-459.
- Patterson, P. G., & Smith, T. (2001). Modelling relationship strength across service types in an Eastern culture. *International Journal of Service Industry Management*, 12(2), 90-113.
- Paulssen, M. (2009). Attachment Orientations in Business-to-Business Relationships. *Psychology & Marketing*, 26(6), 507-533.
- People1st. (2013). *State of the Nation Report 2013*. Retrieved from <a href="http://www.sasig.org.uk/wp-content/uploads/2013/07/SOTN-PT-Main-Report-WEB.pdf">http://www.sasig.org.uk/wp-content/uploads/2013/07/SOTN-PT-Main-Report-WEB.pdf</a>.
- Peltier, J. W., & Scovotti, C. (2004). Relationship Marketing and Disadvantaged Health Care Segments: Using Internal Marketing to Improve the Vocational Rehabilitation Process. *Health Marketing Quarterly*, 22(2), 69-90.
- Perry, C., Cavaye, A., & Coote, L. (2002). Technical and social bonds within business-to-business relationships. *Journal of Business & Industrial Marketing*, 17(1), 75-88.
- Plunkett, D., Fulthorp, K., & Paris, C. M. (2019). Examining the relationship between place attachment and behavioral loyalty in an urban park setting. *Journal of Outdoor Recreation and Tourism.* 25, 36-44.
- Price, L. L., & Arnould, E. J. (1999). Commercial Friendships: Service Provider-Client Relationships in Context. *Journal of Marketing*, 63(4), 38-56.
- Reid, L. J., Smith, S. L. J., & McCloskey, R. (2008). The effectiveness of regional marketing alliances: A case study of the Atlantic Canada Tourism Partnership 2000-2006. *Tourism Management*, 29(3), 581-593.
- Rodriguez, C. M., & Wilson, D. T. (2002). Relationship Bonding and Trust as a Foundation for Commitment in U.S.-Mexican Strategic Alliances: A Structural Equation Modeling Approach. *Journal of International Marketing*, 10(4), 53-76.
- Saunders, M., Lewis, P., & Thornhill, A. (2012). *Business Research Methods for Business Students*. Harlow: Pearson Education Ltd.
- Saxena, G. (2006). Beyond Mistrust and Competition the Role of Social and Personal Bonding Processes in Sustaining Livelihoods of Rural Tourism Businesses: a Case of the Peak District National Park. *International Journal of Tourism Research*, 8(4), 263-277.
- Saxena, G. (2015). Imagined relational capital: An analytical tool in considering small tourism firms' sociality. *Tourism Management*, 49, 109-118.

- Schakett, T., Flaschner, A., Gao, T., & El-Ansary, A. (2011). Effects of Social Bonding in Business-to-Business Relationships, *Journal of Relationship Marketing*, 10(4), 264-280.
- Selnes, F., & Hansen, H. (2001). The Potential Hazard of Self-Service in Developing Customer Loyalty. *Journal of Service Research*, 4(2), 79-90.
- Shaver, P. R., & Mikulincer, M. (2006). A Behavioral Systems Approach to Romantic Love Relationships: Attachment, Caregiving and Sex. In R. J. Sternberg, and K. Weis (Eds.) *The New Psychology of Love, (pp.* 35-64). New York: Vail-Ballou Press.
- Sheth, J. N., & Parvatiyar. A. (1995). The evolution of relationship marketing. *International Business Review*, 4(4), 397–418.
- Shanka, M. S. & Buvik, A. (2019). When Does Relational Exchange Matters? Social Bond, Trust and Satisfaction, *Journal of Business-to-Business Marketing*, 26(1), 57-74.
- Shi, X., & Liao, Z. (2013). Managing supply chain relationship in the hospitality services: An empirical study of hotels and restaurants. *International Journal of Hospitality Management*, 35, 112-121.
- Smith, B. (1998). Buyer-Seller Relationships: Bonds, Relationship Management and Sex-Type. *Canadian Journal of Administrative Sciences*, 15(1), 76-92.
- Smith, D., and K. Langfield-Smith. (2004). Structural equation modelling in management accounting research: critical analysis and opportunities. *Journal of Accounting Literature*, 23, 49-86.
- Spector, P. E. (1992). *Summated Rating Scale Construction: An Introduction*. Sage University Papers Series. Quantitative Applications in the Social Sciences No. 07-082. Sage Publications Inc.
- Steenkamp, J. B. E. M., & van Trijp, H. C. M. (1991). The use of LISREL in validating marketing constructs. *International Journal of Research in Marketing*, 8(4), 283-299.
- Sternberg, R. J. (1986). A Triangular Theory of Love. *Psychological Review*, 93(2), 119-135.
- Sternberg, R. J., & Grajek, S. (1984). The Nature of Love. *Journal of Personality and Social Psychology*, 47(2), 312-329.
- 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.
- Thao, H. T. P., & Swierczek, F. W. (2008). Internet use, customer relationships and loyalty in the Vietnamese travel industry. *Asia Pacific Journal of Marketing and Logistics*, 20(2), 190-210.
- Theron, E., Terblanche, N. S., & Boshoff, C. (2008). The antecedents of relationship commitment in the management of relationships in business-to-business (B2B) financial services. *Journal of Marketing Management*, 24(9-10), 997-1010.
- Thomas, R., Shaw, G., & Page, S. J. (2011). Understanding small firms in tourism: a perspective on research trends and challenges. *Tourism Management*, 32(5), 963-976.

- Thomson, M., MacInnis, D. J., & Whan Park, C. (2005). The Ties That Bind: Measuring the Strength of Consumers' Emotional Attachments to Brands. *Journal of Consumer Psychology*, 15(1), 77-91.
- Trauer, B., & Ryan, C. (2005). Destination image, romance and place experience an application of intimacy theory in tourism. *Tourism Management*, 26(4), 481-491.
- Turnbull, P., & Wilson, D. (1989). Developing and protecting profitable customer relationships. *Industrial Marketing Management*, 18(3), 233-238.
- Turner, R. H. (1970). Family Interaction. New York: John Wiley.
- Venetis, K. A., & Ghauri, P. N. (2004). Service quality and customer retention: building long-term relationships. *European Journal of Marketing*, 38(11/12), 1577-1598.
- Wang, W. (2008). The interrelationship of retailer's relationship efforts and consumers' attitude and behavior. *Measuring Business Excellence*, 12(1), 13-28.
- Weiss, R. S. (1974). The provisions of social relationships. In Z. Rubin (Ed.) *Doing Unto Others* (pp. 17-26). Englewood Cliffs, NJ: Prentice-Hall.
- Weiss, R. S. (1982). Attachment in Adult Life. In C. Murray Parkes, and J. Stevenson-Hinde (Eds.) *The Place of Attachment in Human Behavior* (pp. 171-184). New York: Basic Books.
- Weiss, R. S. (1991). The attachment bond in childhood and adulthood. In C. M. Parkes, J. Stevenson-Hinde, & P. Marris *Attachment Across the Life Cycle* (pp. 66-76). London: Tavistock/Routledge.
- Williams, D. R., & Roggenbuck, J. W. (1989, October). Measuring place attachment: Some preliminary results. Paper presented at the NRPA Symposium on Leisure Research, San Antonio, TX.
- Wilson, D. T. (1995). An integrated model of buyer-seller relationships. *Journal of the Academy of Marketing Sciences*, 23(4), 335-345.
- Wong, I. A., & Wan, Y. K. P. (2013). A Systematic Approach to Scale Development in Tourist Shopping Satisfaction: Linking Destination Attributes and Shopping Experience. *Journal of Travel Research*, 52(1), 29-41.
- Woodside, A. G., & Baxter, R. (2015). Imprinting, honeymooning or maturing: Testing three theories of how interfirm social bonding impacts suppliers' allocations of resources to business customers. *Australasian Marking Journal*, 23(2), 96-106.
- Young, L., & Denize, S. (1995). A concept of commitment: alternative views of relational continuity in business service relationships. *Journal of Business & Industrial Marketing*, 10(5), 22-37.
- Yu, J., & Cooper, H. (1983). A Quantitative Review of Research Design Effects on Response Rates to Questionnaires. *Journal of Marketing Research*, 20(1), 36-44.