

Appendix B: Measurement Items

Table B.1 Scales		
Constructs	Items	Sources
<i>Restorative Justice</i>		
Acknowledgment-Tangible	The customer service agent responded my inquiry by assuming responsibility for the incident that occurred.	Newly developed
	The customer service agent responded my inquiry by accepting the blame for the incident that occurred.	
	The customer service agent responded my inquiry by admitting the role it played in the incident that occurred.	
Attempt-Tangible	The customer service agent attempted to make up for my loss caused by the incident.	Newly developed
	The customer service agent provided compensation for the loss I have incurred from the incident.	
	The customer service agent promised to improve their services.	
Acknowledgment-Intangible	The customer service agent acknowledged the rationality behind my emotional outburst.	Newly developed
	The customer service agent understood the reason for my emotional outburst.	
	The customer service agent was attentive to my emotional outburst.	
Attempt-Intangible	The customer service agent attempted to alleviate my negative emotions.	Newly developed
	The customer service agent knew how to cope with my negative emotions.	
	The customer service agent tried to sooth my negative emotions.	
<i>Dependent Variables</i>		
<i>Revisit Intention</i>	I will try using the platform whenever I have to make hotel reservation.	(Evanschitzky et al., 2012)
	The platform is my first choice when it comes to reserving hotel online.	
	I am inclined to make hotel reservation using the platform in the future.	
Dissatisfaction	I felt that the way the customer service agent handled my inquiry was poor.	(Goodwin & Ross, 1992)
	I was dissatisfied with the way the customer service agent handled my inquiry.	
	My interaction with the customer service agent was unsatisfactory.	
Affective alleviation	My negative emotions were much alleviated after interacting with the customer service agent.	Newly developed
	My negative emotions were generally soothed after interacting with the customer service agent.	
	I felt much better after interacting with the customer service agent.	
<i>Other Variables</i>		
Commensurability	The compensation offered by the customer service agent was commensurate with my loss.	Newly developed

	The compensation offered by the customer service agent was comparable to the loss I have incurred from the incident.	
	The compensation offered by the customer service agent was adequate, given my loss caused by the incident.	
Task Realism	The incident depicted in the scenario may happen to me in real life. The customer service agent's response, as depicted in the conversation, resembles how customer service agents would respond in real life when confronted with the same incident. The customer's response, as depicted in the conversation, is typical of how I would respond in real life when faced with the same incident.	(Tan et al., 2016)
<i>Recency with the Spot (Telluride)</i>	How long has it been since your last visit to Telluride? - Less than 6 months / Equal to or more than 6 months but less than 1 year / Equal to or more than 1 year and 2 years / Equal to or more than 2 years and 3 years / Equal to or more than 3 years / I have never been to Telluride before	/
<i>Experience with the Incident</i>	Have you come across similar incident (hotel reservation error) as described in the scenario? - Yes/No	/
<i>Experience with OTA platforms</i>	How frequently do you reserve a hotel through OTA platforms? - At least once per week / At least once per fortnight / At least once per month / At least once per 3 months / At least once per 6 months / At least once per year / Less than once per year	/

Notes: *Acknowledgement-Tangible* = *Acknowledgement for tangible loss*, *Acknowledgement-Intangible* = *Acknowledgement for intangible loss*, *Attempt-Tangible* = *Attempt at restoring tangible loss*, *Attempt-Intangible* = *Attempt at restoring intangible loss*; *Alleviation* = *Alleviation of negative affect*

References

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