

Blanca Hernández Ortega Julio Jiménez M. José Martín

Abstract in English

CHANGE FONT

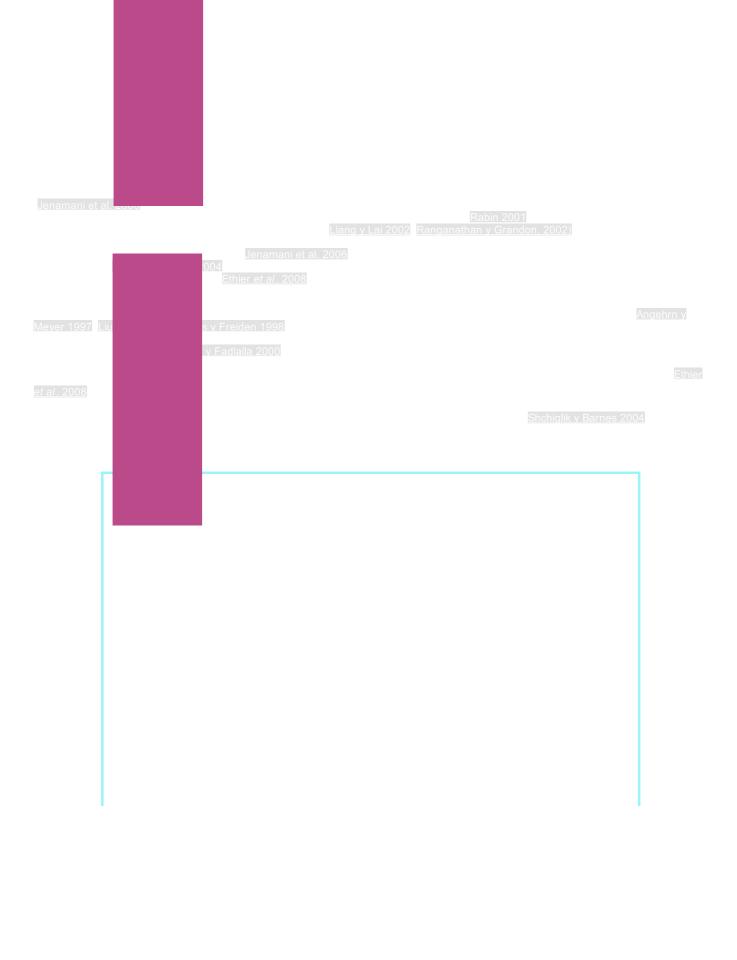
1996 Smith v Merchandt 2001 Kari 2004

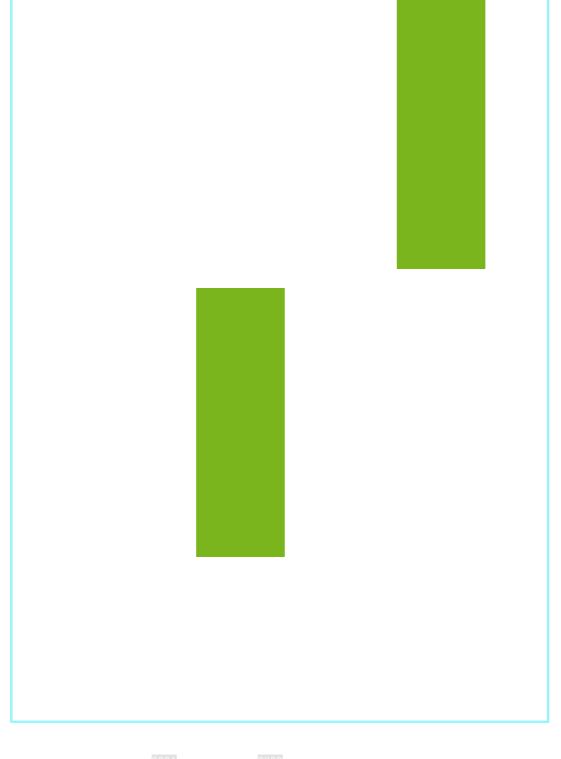
Can et al. 2005

Joseph *et al.* 1999 Jun y Cai 2001 Yang *et al.* 2004

2005

Sánchez-Franco v Rodríguez-Bobada 2004





2001 2006 2002 2000 2003 1998 2009

Huizingh 2000 Aladwani y Palvia 2002 Robbins y Stylianou 2003 Heldal et al. 2004

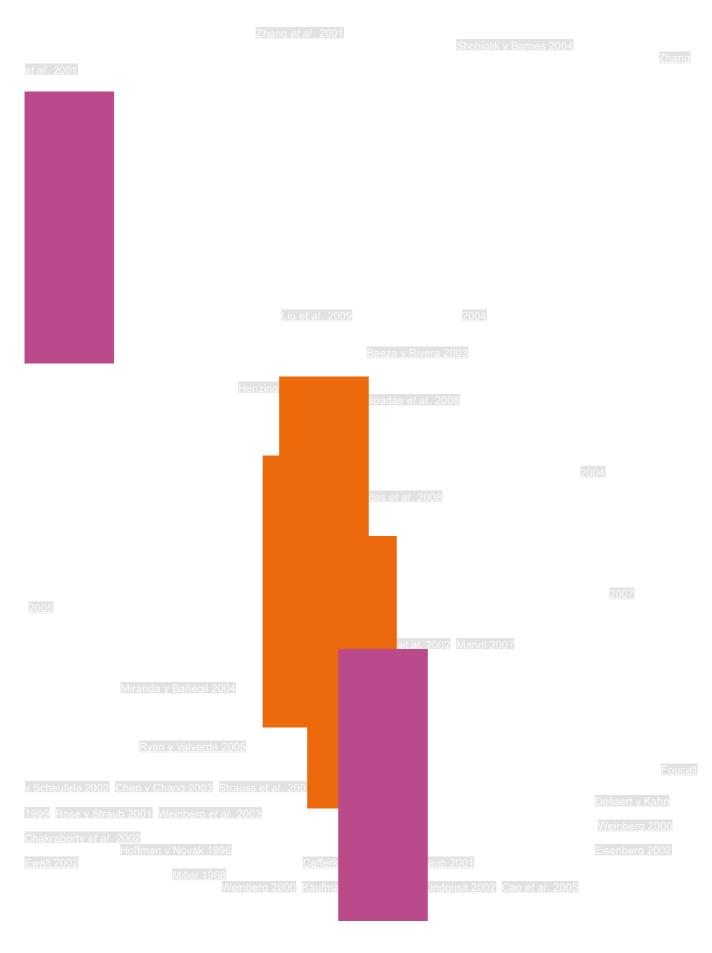
Huizingt

Levine 1999 Schacklett 2000 Liao y Cheung 2001

Morville 2004 Montero

Light y Wakeman 2000 Lin 2007 Son y Zinkhan 2008 Chang y Chen 2009 Rafaeli 1988 Coyle y Thorson 2001 Son y Zinham 2008

Kim v Stoel 2004



Qi et al. 200

2003

Nielsen 1994 Zviran et al

Zeithmal y Parasuraman 2002 Zviran *et al* . 2006 Marzal *et al* . 2008

004

Montero 200

Cheung v Lee 2004/2005 Marsico v Levialdi 2004 Brooks 2006

Clyde 2000 Hudson et al. 2000 Robbins y Stylianou 2003

McInerney v Bird 2004 Cap et al. 2005

Montero 2006 Yen *et al* . 2007

Levene 2001

Janda *et al* . 2002 McInerney y Bird 2004 Heldal *et al* . 2004

DeLone y McLean 1992 Rai et al. 2002

Lin 2007 Liang y Chen 2009

Hope v Li 2004 Bar

llan 2007 McCarthy 1995

Liang v Lai 2002 Hausman v Siekpe 2009

Ducoffe 1996

Liao et al

2006 Fink-Shamit y Bar-Ilan 2008

Doll y Torkzadeh 1988 Negash *et al* . 2002 Cheung y Lee 2004/2005

Frazer v

McMillan 1999 McMillan y Hwang 2002

Covle v Thorson 2001 Song v Zinhan 2008

Rafeli y Sudweeks 1997 Wan 2000 Chen y Yen 2004

1999

Sicilia *et al* . 2005. Song y Zinhan 2008b

Palmei

Chen y Yen 2004 Tan y Wei 2006

1 2003

Cho y Leckenby 1999 Yoo y Stout 200

Bezjian-Avery *et al* . 1998 Sundar *et al* . 1998 Coyle y Thorson 2001

Clarke v

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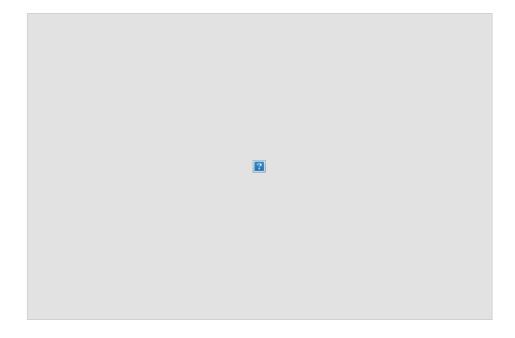
<u>oonam y O'Loughlin 2008</u> Migdadi 2008

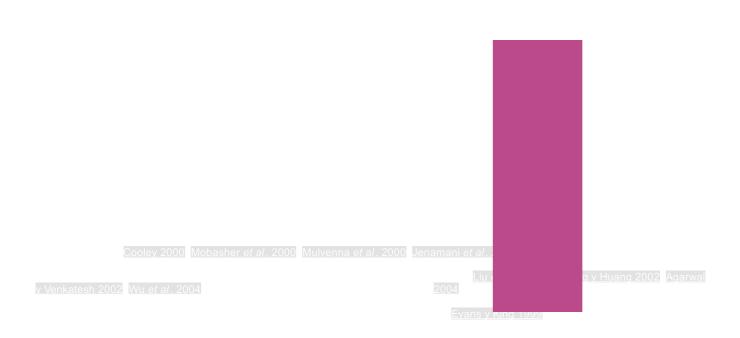
e Young *et al.* 2007

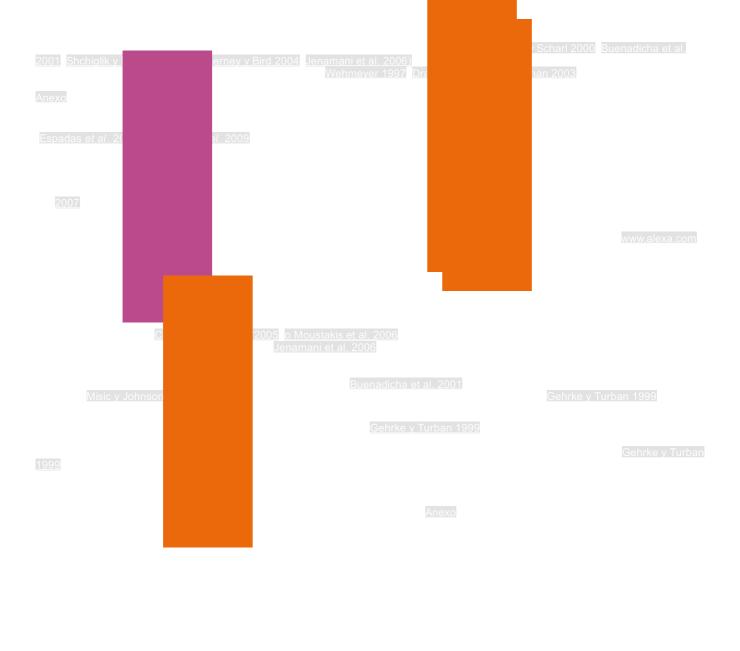
DeYoung y Duffy 2002

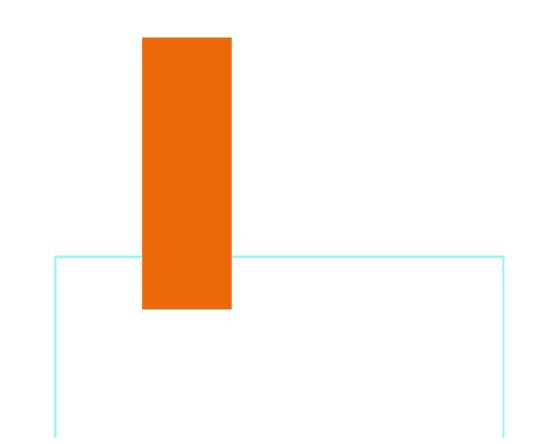
De Young et al. 2007

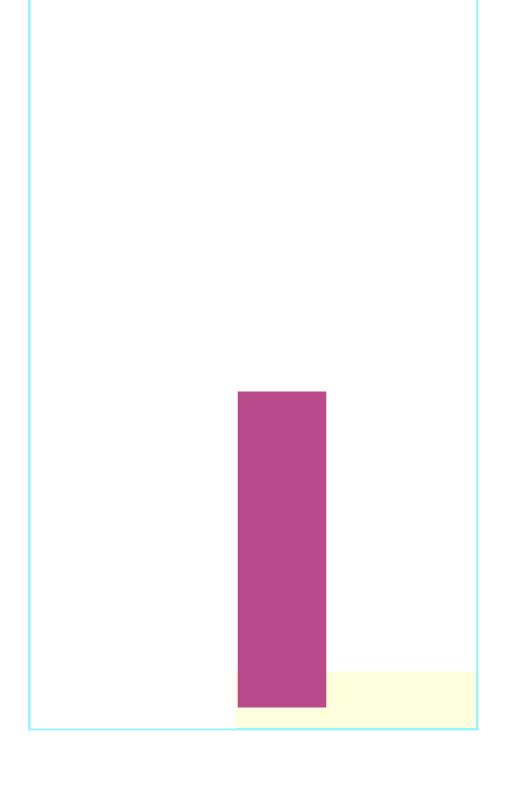
Miranda v Bañegil



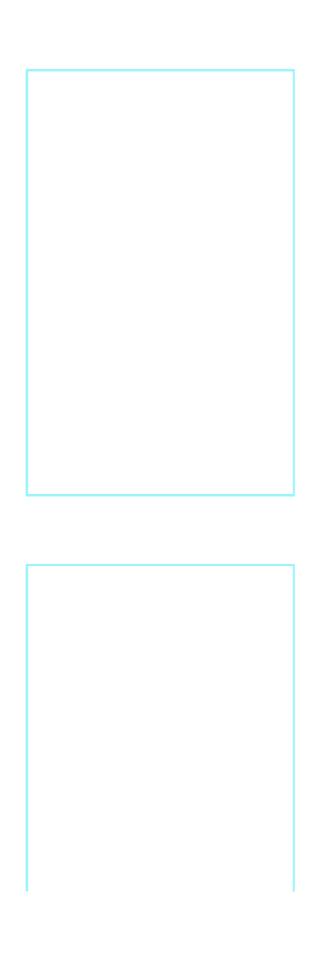


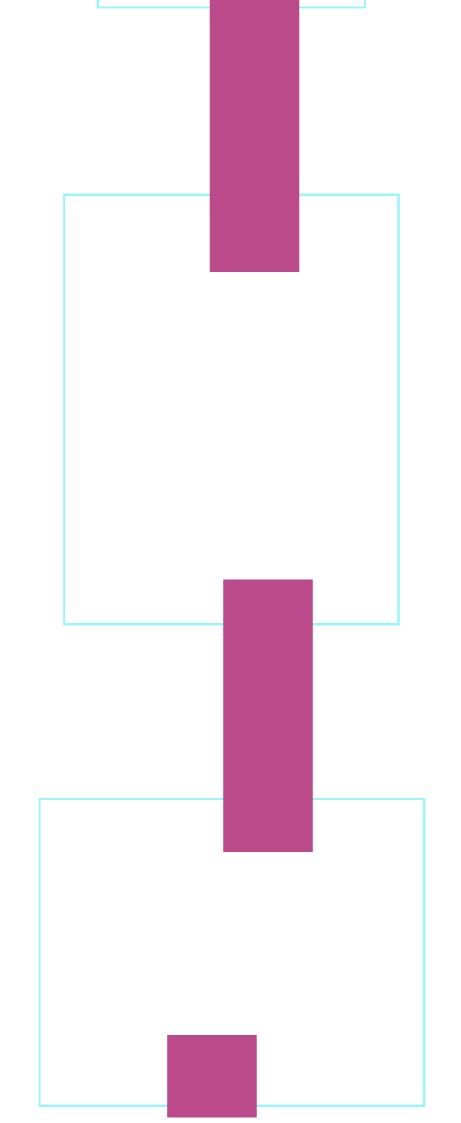


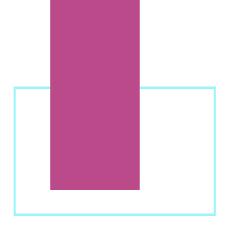












Anderson v Mittal 2000 Fuchs v Weiermair 2003 Matzler et al. 2004



Marquardt 1970

2008







Lin 2007

bhernand@unizar.es

jjimenez@unizar.es

mihovos@unizar.es

