Final project

Question one: Include 5 latent vairables and approximately three indicators or more per latent variable. The use of 5-7 latent variables is a suggestion, but use more if your model has more variables in it. Your model could also include a combination of observed variables

In my data, I have included three latent variables. They are visual merchandising cues, Flow, and behavioral outcomes. First latent variable Visual merchandising cues include 5 indicators or observed variables. They are image quality, interactivity, richness, craftsmanship, and website advetisement. Another latent variable, Flow includes two observed variables: Teleprsence and enjoyment. The other latent variable behavioral outcomes include two indicators and they are satsfaction and approach/avoidance behavior.

Question two: Describe each conceptual variable in your model, how it has been operationalized by previous research, and how you are operationalizing it.

Visual merchandising cues are the comibination of observed variables related to product presentation and website layout.Image quality influences consumers' emotions. Consumers may envision themselves if they see a model in a site (Kim et al., 2012). Interactivity refers to the manipulation of products, which influences telepresence and engagement (Steur, 1992). Richness refers to complexity and multi-sensory elements of a site (Deng & Poole, 2010). Web advertising includes promotional text, graphics, and banner ads on the website (Wu, 2014). Craftsmanship refers to skills to use the wesbite. Another latent variable is Flow. Mollen and Wilson (2003) define flow as a mental state that results in an active cognitive processing. It influences our instrumental value (utility, relevance) and experiential value (emotional bonding, pleasure, satisfaction, and emotional congruence). It includes two indicators and they are enjoyment and teleprsence. Enjoyment provides consumers pleasurable shopping experiences (Kim et al., 2015). Another indicator, teleprsence, refers to have a realistic experience in a sit just like the real world shopping experience, the final latent variable is behavioral outcomes and it has been measued by two observed variables and they are satisfaction and approach/avoidance behavior. I am operationalizing all measured varibles and they are given

Product image quality (Koo & Ju, 2010), 0.85

The website looks nice because of the product image quality.

The product image quality is good.

The product image quality is visually comforting.

Interactivity of product presentation (Van & Verhagenn, 2004), 0.88

Interactivity of product presentation is appropriate.

Interactivity of product presentation is lively.

Interactivity of product presentation is engaging.

Interactivity of product presentation is stimulating.

Website's advertisement (Vann & Verhagen, 2004), 0.84

The banner ads and promotional text have clear messages.

The banner ads and promotional text are knowledgeable.

The banner ads and promotional text are engaging.

Richness

The layout is pleasantly varied

The layout is inventive

The design appears uninspired

The layout appears dynamic

The design is uninteresting

Craftsmanship

The layout appears professional designed

The layout is not up-to-date the site is designed with care

The design of the site lacks a concept

Satisfaction (Eroglu et al., 2001, 0.89)

I am very satisfied with the information I receive from the Forever 21 website.

I have a positive attitude toward the Forever 21 website surfing.

My interaction with the Forever 21 website is very satisfying.

Approach/avoidance behavior (Eroglu et al., 2001, 0.94)

How much time would you like to spend with the Forever 21 website once at the site,

How much did you enjoy exploring around?

How much would you like to use this particular site while shopping?

Once at the site, how much would you like to look around or explore the site?

Enjoyment

When I was browsing in the Forever 21 website, I felt totally captivated

When I was navigating the Forever 21 website, time seemed to pass very quickly

When I visited the Forever 21 website, nothing seemed to matter to me

Teleprsence

I am in physical world during my shopping

I feel I have obtained real world shopping experience

Question three: Briefly explain why the relations among the conceptual variables are of interest to researchers and you and what already is known and not known.

I am using the S-O-R frameworks to conduct this study. This S-O-R framework is explained by Mehrabrian and Russell (1974). This framework is used to analyze the effects of visual merchandising cues on consumers' flow experience and behavioral outcomes. Eroglu et al (2001) stated that, stimulus(S) refers to all visible and audible cues which affect consumers' internal or perceptual states. Organism is defined as consumers' affective and cognitive states and it plays the role as a mediator. And the response is behavioral outcomes. In my model, the stimulus is visual merchandising cues which include five indicators. Also, the organism is flow which is measured through enjoyment and telepresence. And my response variable is behavioral outcomes which is measured through satisfaction and approach behavior. Flow is defined as consumers' cognitive states. Limited research has been done to understand the role of visual merchandising cues on flow as well as behavioral outcomes. As noted by Hsu et al (2012), website quality has a significant effect on flow which influences consumers' satisfaction and purchase e intention. The website quality is investigated by previous researchers. Therefore, I am bringing the gap of previous studies by analyzing the effect of visual merchandising cues on consumers' flow experience and behavioral outcomes. Based on the S-O-R framework, the following hypotheses are presented: H1: Visual merchandising cues will positively influence or have an effect on consumer flow experience and behavioral outcomes H2: Visual merchandising cues will positively influence or have an effect on behavioral outcomes H3: Flow mediate the relationship between visual merchandising cues and behavioral outcomes. Because of these, I explain the relations among the conceptual variables and it brings an interest to me. These relations are not established by previous research and I would like to think about.

Question four: Draw a structural equation model/path diagram for your model using RAM notation and justify (briefly) the paths among the latent variables (including the relations among exogenous variables).

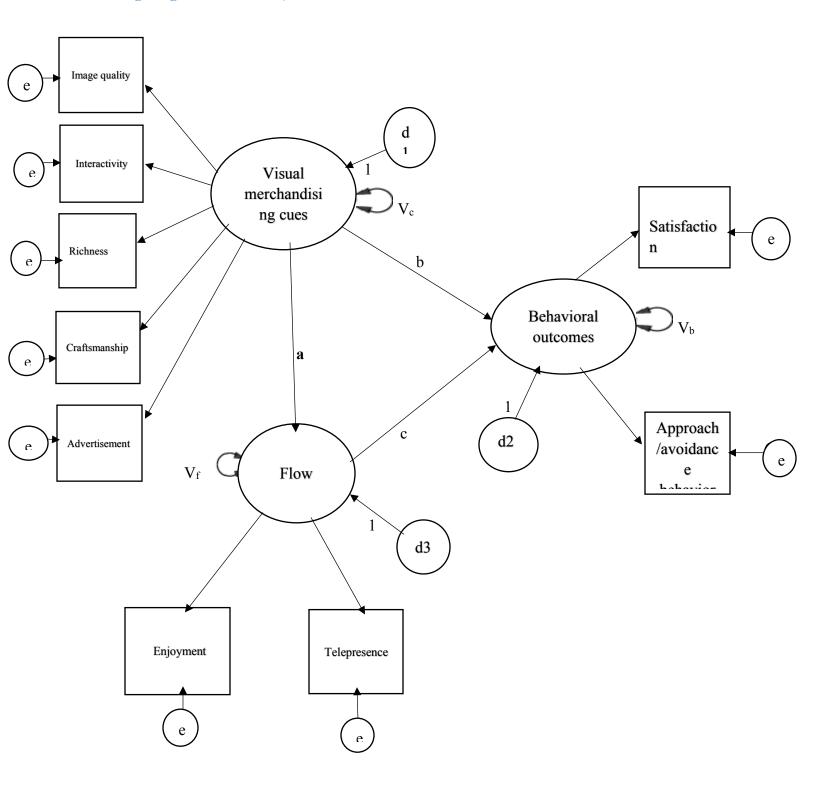


Figure one: The path modeling diagram using the RAM notation

Justification of the paths among the latent variables (including the relations among exogenous variables>

In this model, the exogenous variable is visual merchandising cues which has five indicators. And the other latent variables are flow and behavioral outcomes. Flow and behavioral outcomes are endogenous variables. Based on the SOR framework, the exogenous latent variable, visual merchandising cues have a direct and positive effect on flow and behavioral outcomes. The endogenous variable flow will mediate the relationship between visual merchandising cues and behavioral outcomes. It means that the visual merchandising cues will have also indirect effect on behavioral outcomes through consumer flow experience. Here, the observed variables are image quality, interactivity, richness, craftsmanship, advertisement, enjoyment, telepresence, satisfaction, and approach/avoidance behavior.

Question five: As needed, expand on what you wrote in response to #2 in defining your measurement model. Explain any residual covariance among indicators or complex structure. You may not have any have.

Here. The exogenous variable is visual merchandising cues

Let, ξ_1 represent the exogenous variable visual merchandising cues

 x_1 = image quality

 x_2 = interactivity

 $x_3 = richness$

 $x_4 = craftsmanship$

 x_5 = advertisement

here, x_1 to x_5 are all observed or measured variables for the exogenous variable visual merchandising cues.

Let, η_1 represent the endogenous variable flow and η_2 represent the endogenous variable behavioral outcomes.

 y_1 = enjoyment, y_2 = telepresence, y_3 = satisfaction, and y_4 = approach/avoidance behavior

The measurement model is given here:

$$x_1 = \lambda_1 \xi_1 + \delta_1$$

$$x_2 = \lambda_2 \xi_1 + \delta_2$$

$$x_3 = \lambda_3 \xi_1 + \delta_3$$

$$x_4 = \lambda_4 \xi_1 + \delta_4$$

$$x_5 = \lambda_5 \xi_1 + \delta_5$$

$$y_1 = \lambda_6 \eta_1 + \epsilon_1$$

$$y_2 = \lambda_7 \eta_1 + \epsilon_2$$

$$y_3 = \lambda_8 \eta_2 + \epsilon_3$$

$$y_4 = \lambda_9 \eta_2 + \epsilon_4$$

This is actually the measurement model, which is very important to understand.

Here, the λ_s are the factor loadings and δ_s and ϵ_s are the measurement errors for the exogenous and endogenous variables, respectively.

This is actually the measurement model. We do not count the residual covariance among the indicators in our model.

The measurement model which is described in lavaan

```
# measurement model
Visual merchandising cues =\sim x1 + x2 + x3 + x4 + x5
Flow =\sim y1 + y2
Behavioral outcomes =\sim y3 + y4
```

Question six: If at all possible, describe/justify and provide diagrams for at least two equivalent models - but you only need to set up matrices and R code for your model of interest.

In my view, I have found two equivalent models for my study. First, I am setting up the matrices and R code for my model of interest

```
originalmod= '
visualcues =~ QL +INT +RICH+CRA+AD
flow =~ EN+TEL
BO =~SAT+APP

flow~ a*visualcues
BO ~ c*flow + b*visualcues

ac := a*c
'
equmodone= '
visualcues =~ QL +INT +RICH+CRA+AD
```

```
flow =~ EN+TEL
BO =~SAT+APP
visualcues∼ a*flow
BO ~ c*flow + b*visualcues
ac := a*c
equmodtwo= '
visualcues =~ QL +INT +RICH+CRA+AD
flow =~ EN+TEL
BO =~SAT+APP
flow~ a*visualcues+c*BO
visualcues ~ b*BO
ac := a*c
##
     chisq
               df
                    rmsea
                              cfi
                                      tli
## 279.323 24.000
                    0.218
                                    0.767
                            0.844
```

My original model I have shown in R code with covariance matrix

```
lower= '
1.145
0.986
         1.511
0.912
         1.167
                    1.603
1.071
         1.289
                    1.419
                             2.457
0.924
        0.969
                    1.219
                             1.229
                                     1.399
0.944
       0.993
                    1.395
                             1.274
                                    1.184
                                            1.721
                                            1.002
0.868
        0.978
                    1.017
                             1.086
                                     0.906
                                                      1.145
0.396
         0.496
                    0.635
                             0.408
                                     0.547
                                            0.816
                                                      0.596
1.722
                    0.489
0.459
        0.127
                             0.252
                                     0.261
                                            0.312
                                                      0.448
0.383
        1.459
beth = getCov(lower, names=c("QL","INT","RICH","CRA","AD","EN","SAT","
```

```
APP", "TEL"))
originalmod= '
visualcues =~ QL +INT +RICH+CRA+AD
flow =~ EN+TEL
BO =~SAT+APP
flow∼ a*visualcues
BO ~ c*flow + b*visualcues
ac := a*c
fit = sem(model = originalmod, sample.cov=beth, sample.nobs = 224)
fitMeasures(fit, c("chisq", "df", "p", "rmsea", "cfi", "tli", "srmr
"))
##
                                       tli
     chisq
                df
                     rmsea
                               cfi
## 279.323 24.000
                     0.218
                             0.844
                                     0.767
```

I have shown here my first equivalent model here

```
eaumodone= '
visualcues =~ QL +INT +RICH+CRA+AD
flow =~ EN+TEL
BO =~SAT+APP
visualcues∼ a*flow
BO ~ c*flow + b*visualcues
ac := a*c
fit = sem(model = equmodone, sample.cov=beth, sample.nobs = 224)
fitMeasures(fit, c("chisq", "df", "p", "rmsea", "cfi", "tli", "srmr
"))
##
     chisq
                df
                     rmsea
                               cfi
                                       tli
## 279.323 24.000
                     0.218
                             0.844
                                     0.767
equmodtwo= '
visualcues =~ QL +INT +RICH+CRA+AD
flow =~ EN+TEL
```

```
BO =~SAT+APP
flow~ a*visualcues+c*BO
visualcues ~ b*BO
ac := a*c
fit = sem(model = equmodtwo, sample.cov=beth, sample.nobs = 224)
## Warning in lav_object_post_check(object): lavaan WARNING: some esti
mated lv
## variances are negative
fitMeasures(fit, c("chisq", "df", "p", "rmsea", "cfi", "tli", "srmr
"))
##
     chisa
                df
                               cfi
                                       tli
                     rmsea
## 279.323 24.000
                     0.218
                                     0.767
                             0.844
```

In my original model, I have measured the effect of visual cues on flow and the effect of visual cues and flow on behavioral outcomes. In my first equivalent model, I have measured the effect of flow on visual cues and the effect of visual cues and flow on behavioral outcomes. I have got the same chi square vale, degrees of freedom, RMSEA value, cfi, and tli value. In my second equivalent model, I have measured the effect of visual cues and behavioral outcomes on flow and the effect of behavioral outcomes on visual cues and I have received the same values for each model.

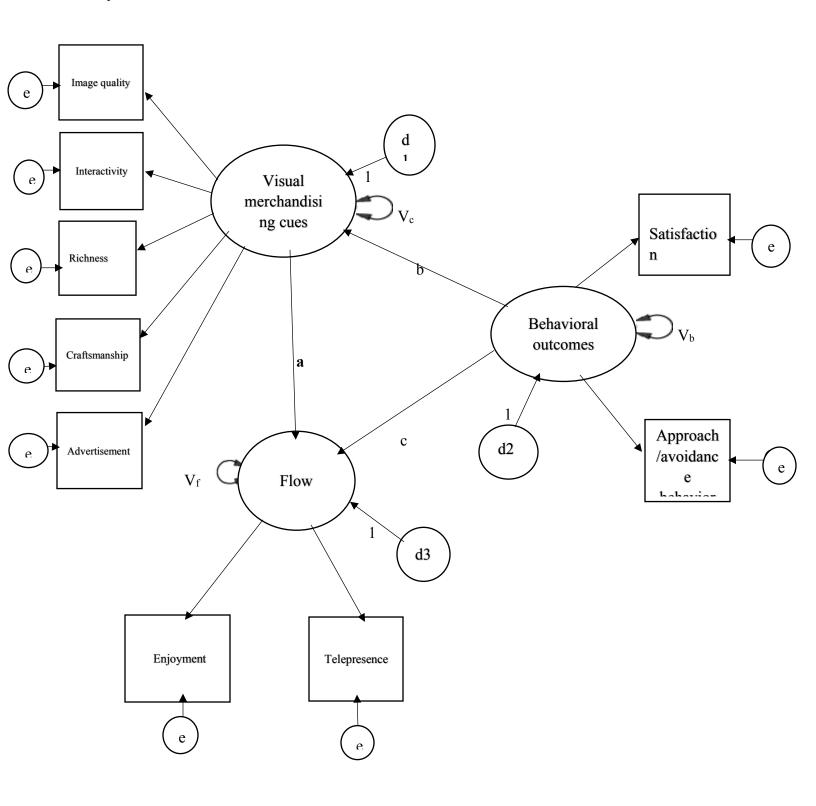
```
originalmod= '
flow~ a*visualcues
BO ~ c*flow + b*visualcues
ac := a*c
'
equmodone= '
visualcues~ a*flow
BO ~ c*flow + b*visualcues
ab := a*b
'
equmodtwo= '
```

```
ba := b*a
    Equivalent model one
Image quality
                                                    d
 Interactivity
                              Visual
                           merchandisi
                              ng cues
                                                                                           Satisfactio
Richness
                                                      b
                                                                        Behavioral
                                                                        outcomes
Craftsmanship
                                   a
                                                                    1
                                                                                            Approach
                                                                   d2
Advertisement
                                                                                            /avoidanc
                                 Flow
                                                                                            hahardan
                                                      d3
             Enjoyment
                                        Telepresence
```

flow~ a*visualcues+c*BO

visualcues ~ b*BO

equivalent model two



Question seven: Write the equations for your model using LISREL notation

Firstly, the measurement model is expressed using LISREL notation

$$x = \Lambda_x \xi + \delta$$
$$y = \Lambda_y \eta + \epsilon$$

$$x = \begin{bmatrix} x1\\ x2\\ x3\\ x4\\ x5 \end{bmatrix} \quad \Lambda_{x=} \begin{bmatrix} \lambda1\\ \lambda2\\ \lambda3\\ \lambda4\\ \lambda5 \end{bmatrix}, \quad \delta = \begin{bmatrix} \delta1\\ \delta2\\ \delta3\\ \delta4\\ \delta5 \end{bmatrix}, \quad \xi = [\xi1]$$

$$y = \begin{bmatrix} y1 \\ y2 \\ y3 \\ y4 \end{bmatrix}, \ \epsilon = \begin{bmatrix} \epsilon1 \\ \epsilon2 \\ \epsilon3 \\ \epsilon4 \end{bmatrix}, \eta = \begin{bmatrix} \eta1 \\ \eta2 \end{bmatrix},$$

The structural component is written in lisrel notation

$$\eta = \beta \eta + \Gamma \xi + \zeta$$

$$\eta = \begin{bmatrix} \eta 1 \\ \eta 2 \end{bmatrix}$$

Question 8: Set up the lavaan syntax for your model library(lavaan)

This is lavaan 0.6-3

lavaan is BETA software! Please report any bugs.

```
lower= '
1.145
0.986
          1.511
0.912
          1.167
                      1.603
1.071
          1.289
                      1.419
                                2.457
0.924
          0.969
                      1.219
                                1.229
                                         1.399
                                1.274
0.944
         0.993
                      1.395
                                         1.184
                                                 1.721
0.868
          0.978
                      1.017
                                1.086
                                         0.906
                                                 1.002
                                                            1.145
0.396
          0.496
                      0.635
                                0.408
                                         0.547
                                                 0.816
                                                           0.596
                                                                     1.
722
0.459
                      0.489
                                0.252
                                         0.261
                                                 0.312
                                                           0.448
                                                                     0.
          0.127
383 1.459
beth = getCov(lower, names=c("QL","INT","RICH","CRA","AD","EN","SAT","
APP", "TEL"))
print(beth)
##
           OL
                INT RICH
                            CRA
                                   AD
                                         EN
                                              SAT
                                                    APP
                                                           TEL
## QL
        1.145 0.986 0.912 1.071 0.924 0.944 0.868 0.396 0.459
        0.986 1.511 1.167 1.289 0.969 0.993 0.978 0.496 0.127
## RICH 0.912 1.167 1.603 1.419 1.219 1.395 1.017 0.635 0.489
## CRA 1.071 1.289 1.419 2.457 1.229 1.274 1.086 0.408 0.252
        0.924 0.969 1.219 1.229 1.399 1.184 0.906 0.547 0.261
## AD
## EN
        0.944 0.993 1.395 1.274 1.184 1.721 1.002 0.816 0.312
## SAT 0.868 0.978 1.017 1.086 0.906 1.002 1.145 0.596 0.448
## APP 0.396 0.496 0.635 0.408 0.547 0.816 0.596 1.722 0.383
## TEL 0.459 0.127 0.489 0.252 0.261 0.312 0.448 0.383 1.459
mod= '
visualcues =~ QL +INT +RICH+CRA+AD
flow =~ EN+TEL
BO =~SAT+APP
flow∼ a*visualcues
BO ~ b*visualcues + c*flow
ac := a*c
fit = sem(model = mod, sample.cov=beth, sample.nobs = 224)
## Warning in lav_object_post_check(object): lavaan WARNING: some esti
mated lv
## variances are negative
summary(fit, fit.measures=TRUE, standardized=TRUE)
```

```
## lavaan 0.6-3 ended normally after 37 iterations
##
##
     Optimization method
                                                   NLMINB
     Number of free parameters
##
                                                       21
##
##
    Number of observations
                                                       224
##
##
    Estimator
                                                       ML
##
    Model Fit Test Statistic
                                                  279.323
    Degrees of freedom
##
                                                       24
##
     P-value (Chi-square)
                                                    0.000
##
## Model test baseline model:
##
    Minimum Function Test Statistic
##
                                                 1676.627
    Degrees of freedom
##
                                                       36
##
     P-value
                                                    0.000
##
## User model versus baseline model:
##
     Comparative Fit Index (CFI)
                                                    0.844
##
     Tucker-Lewis Index (TLI)
                                                    0.767
##
## Loglikelihood and Information Criteria:
##
##
     Loglikelihood user model (H0)
                                                -2589.100
##
    Loglikelihood unrestricted model (H1)
                                                -2449.438
##
##
    Number of free parameters
                                                       21
##
    Akaike (AIC)
                                                 5220.199
##
     Bayesian (BIC)
                                                 5291.844
     Sample-size adjusted Bayesian (BIC)
##
                                                 5225.292
##
## Root Mean Square Error of Approximation:
##
##
     RMSEA
                                                    0.218
##
     90 Percent Confidence Interval
                                             0.195
                                                    0.241
     P-value RMSEA <= 0.05
                                                    0.000
##
##
## Standardized Root Mean Square Residual:
##
##
     SRMR
                                                    0.057
##
## Parameter Estimates:
##
     Information
##
                                                 Expected
```

<pre>## Information sat ## Standard Errors ##</pre>		model		ructured Standard					
<pre>## Latent Variables: ## d.all</pre>		Std.Err	z-value	P(> z)	Std.lv	St			
## visualcues =~									
## QL 0.815	1.000				0.870				
## INT 0.811	1.143	0.080	14.319	0.000	0.995				
## RICH 0.920	1.335	0.077	17.396	0.000	1.162				
## CRA 0.766	1.376	0.104	13.191	0.000	1.197				
## AD 0.869	1.178	0.074	15.893	0.000	1.026				
## flow =~									
## EN 0.743	1.000				0.972				
## TEL 0.265	0.328	0.073	4.485	0.000	0.319				
## BO =~									
## SAT 0.921	1.000				0.984				
## APP 0.461	0.613	0.090	6.806	0.000	0.603				
##									
<pre>## Regressions: ## d.all</pre>	Estimate	Std.Err	z-value	P(> z)	Std.lv	St			
## flow ~									
## visualcues (a	1.288	0.083	15.482	0.000	1.153				
## BO ~									
## visualcues (b) 1.123	0.148	7.567	0.000	0.994				
## flow (0.065	-0.065	0.106	-0.616	0.538	-0.065	-			
## ## Variances:									

##		Estimate	Std.Err	z-value	P(> z)	Std.lv	St
<pre>d.all ## 0.335</pre>	.QL	0.382	0.040	9.476	0.000	0.382	
## 0.342	.INT	0.515	0.054	9.511	0.000	0.515	
## 0.154	.RICH	0.245	0.033	7.434	0.000	0.245	
	.CRA	1.013	0.103	9.796	0.000	1.013	
	. AD	0.341	0.039	8.842	0.000	0.341	
	. EN	0.768	0.191	4.017	0.000	0.768	
## 0.930	.TEL	1.350	0.129	10.467	0.000	1.350	
## 0.151	.SAT	0.172	0.084	2.060	0.039	0.172	
	.APP	1.351	0.131	10.288	0.000	1.351	
	visualcues	0.757	0.103	7.351	0.000	1.000	
## 0.329	.flow	-0.311	0.180	-1.730	0.084	-0.329	-
## 0.156	.BO	0.151	0.085	1.778	0.075	0.156	
## ## Def	fined Parameter	·s:					
## d.all		Estimate	Std.Err	z-value	P(> z)	Std.lv	St
## 0.075	ac	-0.084	0.136	-0.618	0.536	-0.075	-
fitMea "))	asures(fit, c("	chisq", "df	", "p", "	rmsea", "	cfi", "tli	srmr","	

chisq df rmsea cfi tli srmr ## 279.323 24.000 0.218 0.844 0.767 0.057

Question nine:

Model's overall fit:

chisq	df rmsea	cfi	tli	srmr
279.323	24.000 0.218	0.844	0.767	0.057

The Chi-square test of model fit is 279.323. The CFI value is 0.844 and the TLI is 0.767. The RMSEA is 0.218 and SRMR is 0.057. The value for CFI and TLI that are 0.8 or above 0.8 indicates a good fit. My CFI value is greater than 0.8 and TLI value is close to 0.8. RMSEA less than 0.06 or 0.08 are considered indicators of good fit. However, here, the RMSEA value is 0.218 which is greater than 0.06 or 0.08 which does not indicate a good fit. The SRMR value less than 0.1 indicates a good fit and the value of our result is 0.057. The chisq value looks comparatively high with respect to degrees of freedom. Therefore, overall the model does not a good fit.

Indicators and underlying constructs:

Based on my results and Kline's recommendations, there are indicators that are a good reflection of the underlying constructs. For example, based on Kline, if the factor loading value is greater than 0.7 then those indicators are a good reflection of the underlying constructs. Visual merchandising cues include five indicators and they are a good reflection of underlying constructs because there values are greater than 0.7. The factor loadings for telepresence and approach/avoidance behavior are very low because those values are less than 5 so that telepresence is not a good indicator for flow and approach/avoidance behavior is not a good indicator.

Factor loading value

Image quality	0.815
Interactivity.	0.811
Richness	0.920
Craftsmanship	0.766
Advertisement	0.869
Enjoyment.	0.743
Telepresence	0.265
Satisfaction	0.921
Approach	0.461

R-squared value

QL	INT	RICH	CRA	AD	EN	TEL	SAT	APP	flow	BO
0.665	0.658	0.846	0.586	0.755	0.552	0.070	0.849	0.212	NA (ð.844

The r-squared value for behavioral outcomes is 0.844. It means that both flow and visual merchandising cues explain 84.4% variation in behavioral outcomes.

Interpretation of the findings:

Interpretation for all the direct paths

Based on the result, we have found that visual cues have a direct causal effect on flow and the estimate is 1.153 (standardized value). It means that each one standard deviation increase or difference in visual merchandising cues is associated with a 1.153 standard deviation predicted increase or difference in flows. Flow does not have any direct causal effect on behavioral outcomes and the value is -0.065. Visual cues have direct causal effect on behavioral outcomes

and the value is 0.994. Each one standard deviation increase or difference in visual merchandising cues is associated with a 0.994 standard deviation predicted increase or difference in behavioral outcomes. Also, there is no non causal effect.

Local misfit

```
The correlation residual values are given
           INT
                  RICH
                         CRA
                                              TEL
                                                     SAT
                                                            APP
                                       ΕN
      0.000
QL
INT
      0.089 0.000
RICH -0.077
            0.004
                    0.000
CRA
      0.014 0.048
                   0.011
                          0.000
AD
      0.022 -0.038
                   0.015 -0.002 0.000
     -0.026 -0.079 0.052 -0.036 0.019
EN
                                        0.000
TEL
      0.106 -0.162 0.039 -0.101 -0.083
                                        0.000
                                                0.000
SAT
            0.057 -0.029 -0.001 -0.020 -0.026
                                                0.083
                                                       0.000
APP -0.063 -0.036 -0.007 -0.126 -0.016 0.104
                                                      0.000
                                                              0.000
                                               0.110
$cov.z
    QL
            INT
                   RICH
                          CRA
                                 AD
                                        ΕN
                                               TEL
                                                      SAT
                                                             APP
QL
      0.000
      3.942 0.000
INT
RICH -8.287
            0.334
                   0.000
                          0.000
CRA
      0.645 2.047
                   0.808
AD
      1.313 -2.539
                   1.525 -0.129
                                 0.000
EN
     -1.506 -4.921
                   4.571 -1.959
                                  1.356
                                        0.000
                   1.651 -2.590 -2.834
TEL
      2.997 -4.745
                                        0.000
                                                0.000
                                               2.835
SAT
      3.612 3.155 -3.025 -0.046 -1.514 -4.671
                                                       0.000
APP -1.852 -1.030 -0.401 -3.316 -0.579 3.907 1.879
                                                       0.000
```

From the value it is visible that there is three absolute value that is greater than 0.10 for the correlation residuals. Therefore, this value of the correlation residuals show the evidence of local misfit. However, for the standardized residuals, there are seventeen absolute values that are greater than 1.96 and that is huge. Therefore, the values of standardized residuals show the evidence of local misfit. Therefore, this model shows the local misfit.

Modification indices: We have also examined the modification indices value. The modification indices value between quality and rich is greater than 45 which might improve the overall model fit.

Appendix

All R code is given

The covariance matrix of my study is

```
cov(visual)
             quality interactivity richness craftsman ads
                                                           enjoyment satisfaction approach telepre
             1.145
quality
interactivity 0.986
                      1.511
richness
             0.912
                      1.167
                                  1.603
craftsman
            1.071
                    1.289
                                 1.419
                                           2.457
                    0.969
ads
            0.924
                                 1.219
                                           1.229
                                                    1.399
                                                    1.184 1.721
0.906 1.002
0.547 0.816
enjoyment
            0.944
                      0.993
                                 1.395
                                           1.274
                                                   1.184
satisfaction 0.868
                      0.978
                                  1.017
                                           1.086
                                                                     1.145
                    0.496
approach
             0.396
                                  0.635
                                          0.408
                                                                     0.596
                                                                                 1.722
                                                    0.261 0.312
telepre
             0.459
                      0.127
                                  0.489 0.252
                                                                     0.448
                                                                                 0.383
                                                                                          1.459
library(lavaan)
lower= '
1.145
0.986
         1.511
0.912
         1.167
                    1.603
1.071
         1.289
                              2.457
                    1.419
0.924
         0.969
                    1.219
                              1.229
                                       1.399
0.944
         0.993
                    1.395
                              1.274
                                       1.184 1.721
0.868
         0.978
                    1.017
                              1.086
                                       0.906 1.002
                                                        1.145
0.396
         0.496
                    0.635
                              0.408
                                       0.547 0.816
                                                        0.596 1.722
0.459
         0.127
                    0.489
                              0.252
                                       0.261 0.312
                                                        0.448
                                                                0.383 1.459
beth = getCov(lower, names=c("QL","INT","RICH","CRA","AD","EN","SAT","APP","TEL"))
print(beth)
mod= '
visualcues =~ QL +INT +RICH+CRA+AD
flow =~ EN+TEL
BO =~SAT+APP
flow∼ a*visualcues
```

```
BO ~ b*visualcues + c*flow
ac := a*c
fit = sem(model = mod, sample.cov=beth, sample.nobs = 224)
summary(fit, fit.measures=TRUE,standardized=TRUE)
inspect(fit, what="r2")
lavResiduals(fit, type="cor")
modificationindices(fit,sort.=TRUE)
equmodone= '
visualcues =~ QL +INT +RICH+CRA+AD
flow =~ EN+TEL
BO =~SAT+APP
visualcues∼ a*flow
BO ~ c*flow + b*visualcues
ab := a*b
equmodtwo= '
visualcues =~ QL +INT +RICH+CRA+AD
flow =~ EN+TEL
BO =~SAT+APP
flow~ a*visualcues+c*BO
visualcues ~ b*BO
ba := b*a
```