

# Article

## Consumer Behavior in the Service Industry: An Integrative Literature Review and Research Agenda

Prakash Singh <sup>1,\*</sup> , Lokesh Arora <sup>2</sup> and Abdulaziz Choudhry <sup>3</sup>

<sup>1</sup> E-Commerce Department, College of Administrative and Financial Sciences, Saudi Electronic University, Riyadh 11673, Saudi Arabia

<sup>2</sup> Management Department, IIMS Pune, Pune 411003, India

<sup>3</sup> Travel and Tourism Department, Faculty of Tourism, King AbdulAziz University, Jeddah 21589, Saudi Arabia

\* Correspondence: p.kishore@seu.edu.sa

**Abstract:** Ongoing technological disruptions in the service industries have altered modern business practices globally. Due to the unending transference in the overall consumer behavior in online and offline business environments, service providers are forced to rethink their existing business strategies, to understand the disruptive behaviors of consumers and the factors responsible for this. An integrative literature review (ILR) method has been employed to track the ongoing disruption in consumer behaviors in diverse service industries. This study is an attempt to bridge the gap by offering global insights related to the study of consumer behaviors in diverse service settings. The Web of Science and Scopus electronic databases have been mined to extract the existing literary works and 120 articles are selected as the final sample for this study through advanced inclusion and exclusion criteria. The key findings of the study have been categorized using the TCM (Theory, Context, and Methodology) framework as the future research agenda of this study. This study will contribute to enhancing the understandings of marketers, researchers, and academics through the massive collection of the existing literature in the research study of consumer behavior.

**Keywords:** consumer; consumer behavior; integrative literature review; research agenda; service industry



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### 1. Introduction

“Consumer behavior is the study of how people buy, what they buy, when they buy, and why they buy” [1]. Consumer behavior is vibrant and complex. Hence, it is challenging for marketers to understand consumers’ behaviors that keep on changing, due to the diverse landscape of the service sector and the variations in the service quality [2]. How customers choose their goods and services can be tremendously imperative for service providers, to gain a competitive advantage over their rivals in the existing markets of the diverse service industry. Consumers always prefer quality services that further play an important role in determining the success or failure of a service industry. The service providers’ survival and performance in the service industry are dependent on meeting consumers’ service expectations related to the service providers’ performance, compared to other rivals in the service industry [3]. Service providers’ perceive performance as significantly influencing the overall customers’ attitudes and word-of-mouth intentions [4]. Therefore, consumers’ responses about service providers’ products and brand performance are considered in refining the existing marketing strategies of the key players of the service industry [5]. Service providers ought to understand consumers’ buying behaviors, to offer better services and enrich consumer experiences, so that they can survive and sustain themselves in their respective service industries, in the long run [6].

In the service industry, the study of consumer behavior is needed to understand the changing consumer behavioral patterns, globally. Consumers’ behaviors of complaining are apparently anticipated when the service delivered is displeasing, resulting in the diverse nature of service encountered by consumers. To sustain themselves in their respective

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