



⚠ Tuesday 1 July 2025, 04:00-21:00 GMT: Taylor & Francis Online is currently being updated. You'll still be able to search, browse and read our articles, where access rights already apply. Registration, purchasing, activation of tokens, eprints and other features of Your Account will be unavailable during this scheduled work.

Home ► All Journals ► Economics, Finance & Business ► The Service Industries Journal ► List of Issues
► Volume 33, Issue 2 ► Gender differences in consumer evaluatio

The Service Industries Journal >
Volume 33, 2013 - [Issue 2](#)

1,695 42

Views | CrossRef citations to date | Altmetric

0

Case studies and practical applications

Gender differences in consumer evaluations of service quality: self-service kiosks in retail

Hyun-Joo Lee ✉, Ann Fairhurst & Hyeon Jeong Cho

Pages 248-265 | Received 28 Apr 2011, Accepted 09 Aug 2011, Published online: 06 Oct 2011

🗣 Cite this article 🔗 <https://doi.org/10.1080/02642069.2011.614346>

Sample our
Economics, Finance,
Business & Industry Journals



We Care About Your Privacy

We and our 909 partners store and access personal data, like browsing data or unique identifiers, on your device. Selecting "I Accept" enables tracking technologies to support the purposes shown under "we and our partners process data to provide," whereas selecting "Reject All" or withdrawing your consent will disable them. If trackers are disabled, some content and ads you see may not be as relevant to you. You can resurface this menu to change your choices or withdraw consent at any time by clicking the ["privacy preferences"] link on the bottom of the webpage [or the floating icon on the bottom-left of the webpage, if applicable]. Your choices will have effect within our Website. For more details, refer to our Privacy Policy. [Here](#)

We and our partners process data to provide:

...

I Accept

Reject All

Show Purpose



Related Research Data

Gender effects on Internet, catalogue and store shopping

Source: Journal of Database Marketing & Customer Strategy Management

Perceptions and realities of male shopping behavior

Source: Journal of Retailing

Computer self efficacy, computer anxiety, attitudes towards the Internet and reported experience with the Internet, by gender, in an East European sample

Source: Computers in Human Behavior

Gender differences in cognitive and affective impulse buying

Source: Journal of Fashion Marketing and Management

A review of user-interface design guidelines for public information kiosk systems

Source: International Journal of Human-Computer Studies

An Attitudinal Model of Technology-Based Self-Service: Moderating Effects of Consumer Traits and Situational Factors

Source: Journal of the Academy of Marketing Science

A Longitudinal Field Investigation of Gender Differences in Individual Technology Adoption Decision-Making Processes

Source: Organizational Behavior and Human Decision Processes

Gender and loyalty in the context of mobile services

Source:

Inten

Source:

The in

servic

Source:

A me

Source:

A

So

Meas

Source:

Extrin

Source:

Wom

Source:

Gend

Source: Journal of Direct Marketing



The Behavioral Consequences of Service Quality

Source: Journal of Marketing

Strategic capabilities, competitive strategy, and performance among retailers in Argentina, Peru and the United States

Source: Management Decision

Gender Differences in the Impact of Core and Relational Aspects of Services on the Evaluation of Service Encounters

Source: Journal of Consumer Psychology

Intrinsic Motivation

Source: Unknown Repository

Perceived Usefulness, Perceived Ease of Use, and User Acceptance of Information Technology

Source: MIS Quarterly

Service Quality Delivery through Web Sites: A Critical Review of Extant Knowledge

Source: Journal of the Academy of Marketing Science

On market mavens and consumer self-confidence: A cross-cultural study

Source: Psychology and Marketing

Enhancing decisions with criteria for quality

Source: Management Decision

Gender differences in computer anxiety among university entrants since 1992

Source: Computers & Education

Gender differences in the perceived risk of buying online and the effects of receiving a site recommendation

Source:

Gender

Source:

Hedonic

Source:

eTailor

Source:

En

En

Source:

Self-S

Service

Source:

Explo

Source:

Choo

Trial of Self-Service Technologies



ement

y-Based

mer

Source: Journal of Marketing

The effect of communication, writing, and technology apprehension on likelihood to use new communication technologies

Source: Communication Education

Consumer evaluations of new technology-based self-service options: An investigation of alternative models of service quality

Source: International Journal of Research in Marketing

E-service quality: a model of virtual service quality dimensions

Source: Managing Service Quality

Customer perceptions of e-service quality in online shopping

Source: International Journal of Retail & Distribution Management

Explaining intention to use mobile chat services: moderating effects of gender

Source: Journal of Consumer Marketing

Sex differences in interaction style as a product of perceived sex differences in competence.

Source: Journal of Personality and Social Psychology

Buying on the Internet: Gender Differences in On-line and Conventional Buying Motivations

Source: Sex Roles

Handbook of Partial Least Squares

Source: Unknown Repository

Investments in consumer relationships: a critical reassessment and model extension

Source:

An at

Source:

Antec

servic

Source:

Explor

Source:

M

So

Techn

Source:

A Dyn

Inten

Source:


The T

Source:



Developing a Scale to Measure the Perceived Quality of an Internet Shopping Site (PQISS)

Source: Unknown Repository

Linking provided by 

Related research

People also read

Recommended articles

Cited by
42



Information for

- Authors
- R&D professionals
- Editors
- Librarians
- Societies

Opportunities

- Reprints and e-prints
- Advertising solutions
- Accelerated publication
- Corporate access solutions

Open access


- Overview
- Open journals
- Open Select
- Dove Medical Press
- F1000Research

Help and information

- Help and contact
- Newsroom
- All journals
- Books

Keep up to date

Register to receive personalised research and resources by email

 Sign me up



Copyright © 2024 John Wiley & Sons, Inc. All rights reserved. John Wiley & Francis Group
Wiley is a registered trademark of John Wiley & Sons, Inc. All other trademarks are the property of their respective owners.

Accessibility

Registered
5 Howick Place

