

Table S1. Operationalization of service quality (SQ) and consumer satisfaction (CS) in sharing economy accommodation quantitative research.

Paper (reference, first author, year)	Aim	Research area / no. of questionnaires	Predictors of SQ	Constructs representing SQ	SQ output	Predictors of CS	CS output
[14] Huang 2019	To explore consumer behaviour for the sharing economy in the hotel industry	Taiwan / 450	-	1. network platform's service quality 2. lodging service quality	CS	1. network platform's service quality 2. lodging service quality 3. experience	Continuous consumption behaviour
[38] Kreeger 2021	Evaluates Airbnb guest preferences for seven established accommodation characteristics: Price; Financial Information Security; Personal Safety; Location, Empathy, Amenities, and Cleanliness.	MTurk (USA)/614	-	Cleanliness Empathy Financial Information Security Safety	CS	Price/Value Financial Info Security Personal Safety Location Empathy Amenities Cleanliness	Word of Mouth Return Intentions
[9] Lalicic 2018	To investigate Airbnb as a service setting	International students?/557	-	1 construct only (service quality)	Loyalty	-	-
[15] Möhlmann 2015	To determine a framework on the determinants of choosing a sharing option.	Germany/187	-	1 construct only (service quality)	Satisfaction (ns) Likelihood of repeated use (ns)	Cost savings Familiarity Trust Utility	Likelihood of repeated use
[13] Priporas 2017	To investigate service quality, customer satisfaction, and loyalty in Airbnb accommodation	Phuket, Thailand / 202	Assurance Tangibles Convenience Understanding & caring Adequacy service supply	-	CS Loyalty	SQ	Loyalty

[34] Priporas 2017	To investigate customers' perceptions of the service quality facets of Airbnb accommodation	Phuket, Thailand / 265	Tangibles Convenience Assurance Understanding & caring Adequacy service supply	-	-		
[37] Chen 2018	To understand the factors affecting the purchase intention on Airbnb	./280	-	Information quality	CS	Information quality Media richness	Purchase intention
[39] Sthapit 2019	To examine the relationships among the dimensions of consumption values (functional, social and emotional), co-creation, information overload, satisfaction and continuance intention derived from the use of the Airbnb platform.	Italy/259	-	-	-	Functional Value Emotional Value Co-creation Information Overload	Continuance Intention
[40] Birinci 2018	To compare customer perceptions of hotel and peer-to-peer (e.g., Airbnb) accommodation advantages and disadvantages and examine their influence on customer satisfaction and repurchase intentions.	USA (MTurk)/ 391	-	-	-	Product Performance Risk Safety and Security Risk	Repurchase Intentions