

50 Years of Research in Real Estate Brokerage: A Semi-Systematic Literature Review

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Abstract

Intermediaries are central to complex transactions. In housing markets, real estate brokers coordinate information flows, reduce search costs, and guide lay buyers and sellers through legal and financial steps. Despite this importance, scholarship on brokerage is dispersed across disciplines and methods. This paper presents a semi-systematic review of peer-reviewed articles published between 1970 and 2021. We map (i) study characteristics (country of origin and field), (ii) the distribution of units of analysis (individual, firm/organization, market), and (iii) the most frequently examined topics. Our synthesis indicates steadily rising academic interest but a fragmented knowledge base. We conclude by highlighting gaps—especially the scarcity of cross-country comparisons and the relative lack of qualitative and mixed-method studies on brokers' practices and experiences.

Keywords: real estate brokerage/agency; real estate broker/agent; intermediaries; semi-systematic literature review



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1. Introduction

Real estate is both economically significant and socially consequential: dwellings are assets as well as homes [1–3]. Transactions are complex in most jurisdictions, and the real broker's role—mandated and constrained by national legal frameworks—can be pivotal [4–6]. Unsurprisingly, real estate brokerage (brokerage) has attracted sustained scholarly attention [7].

Since the 1970s, research on brokerage has expanded across economics, management, psychology, and related fields. The profession has also evolved, with higher educational standards and varying degrees of self-regulation in many countries [8]. Yet the literature remains dispersed and difficult to synthesize. Prior reviews offer useful insights [9,10] but are not fully transparent in methods, echoing broader concerns about rigor in narrative reviews [11,12]. We therefore undertake a semi-systematic review to organize the field and identify gaps.

We analyze the real estate brokerage research field using a semi-systematic literature review spanning 1970–2021, guided by three research questions:

RQ1. What are the characteristics of studies in real estate brokerage (country of origin and field of study)?

RQ2. How are articles distributed by unit of analysis (individual, firm/organization, and market)?

RQ3. What major topics are covered in research on real estate brokerage?

This review is timely because brokerage scholarship has expanded rapidly since the early 2000s while remaining highly U.S.-centric; a consolidated, transparent map can clarify what we know, what travels across contexts, and where evidence is thin.

Our three research questions (RQ1–RQ3) structure the paper as follows: Section 3 maps the indexed search network; Section 4 synthesizes findings by unit of analysis (market, firm, individual) to answer RQ1 and RQ2; and Section 5 draws implications and sets an agenda (RQ3).

This review offers a field-level cartography of real estate brokerage scholarship across 1970–2021, linking topics to units of analysis (market, firm, and individual) and making the search and screening process transparent. We add value in three ways: (i) we state an explicit, operational inclusion rule for a “substantive link” to brokers, brokerage firms, or brokerage markets; (ii) we describe a reproducible screening protocol with documented conflict resolution; and (iii) we provide a cross-disciplinary synthesis that shows where brokerage research is concentrated—and where it is missing. The agenda we propose prioritizes cross-country comparisons and more qualitative, or mixed-methods work that can illuminate real estate brokers’ (brokers) practices and ethics in context.

2. Literature Review Approach

We adopt a semi-systematic review because brokerage research is dispersed across multiple disciplines and uses heterogeneous constructs and methods; our aim is to map and synthesize themes rather than to test a single causal model. This approach emphasizes transparent search, screening, and synthesis while preserving the flexibility needed to integrate conceptually diverse studies.

There are multiple approaches to literature reviews—integrative, systematic, and semi-systematic—each suited to different purposes and standards of execution [11,13].

Articles about brokers/brokerage are published across diverse disciplines, and key topics are conceptualized differently, which, according to Snyder [11], makes a fully systematic review inappropriate.

Our review does not aim to build or advance a specific theory, which is common in integrative studies [12]. Moreover, brokerage is not a theoretical field in its own right. By contrast, semi-systematic reviews are appropriate for broad scoping and theme mapping; we therefore adopt a semi-systematic approach guided by Snyder [11] and PRISMA.

Search String and Include and Exclude Criteria

We define a “substantive link” as either (a) an explicit examination of real estate brokers or agents, brokerage firms, or brokerage markets; or (b) the use of brokerage as the empirical setting, accompanied by results or discussion that directly interpret brokers, firms, or markets. We excluded, for example, housing price prediction without reference to brokerage actors or processes; mortgage intermediation without listing or sales intermediation; and urban segregation studies that do not analyze broker behavior or brokerage institutions.

Three reviewers independently screened titles and abstracts in blind mode. Disagreements were resolved by discussion; when consensus was not reached, a two-out-of-three majority decision applied. For the second-round full-text unit-of-analysis classification, we double-coded a random 15 percent subset to gauge agreement. Remaining items were single-coded, with ambiguous cases adjudicated in joint meetings.

We developed a codebook iteratively: inductive open coding followed by deductive refinement anchored on market, firm, and individual units. Two coders applied topic codes and reconciled discrepancies in consensus meetings. We retained analytic memos that

document code changes to enhance auditability. The resulting themes and examples appear in Sections 4.1–4.3.

Method limitations. The corpus reflects English-language publications indexed in selected databases; topic coverage may under-represent research from other languages or outlets not captured by our search string.

Descriptive mapping (Section 3) intentionally uses the indexed search universe ($n = 1062$) as a neutral baseline, while all analytic claims in Sections 4 and 5 draw on the screened full-text corpus ($n = 438$).

Roadmap: The next section provides a neutral field portrait of the indexed search universe; the subsequent section turns to a substantive synthesis of the screened full texts.

Terminology for intermediaries varies by country and legal tradition (e.g., real estate agent, broker, salesperson, and realtor). We therefore constructed a broad search string: “real estate brokerage” OR “real estate brokers” OR “real estate salesmen” OR “real estate saleswomen” OR “real estate saleswoman” OR “real estate salespersons” OR realtors OR “real estate business” OR “buyers’ agents” OR “estate agen*”. We ran the query in Scopus and Web of Science on 8 December 2021, retrieving 1821 records (Scopus 1062; WoS 759).

Records were imported into Zotero; duplicates were removed, yielding 1485 unique items. These were then imported into Rayyan, a web tool for conducting systematic reviews. Using Rayyan’s blind function, three collaborators independently labeled items as include/exclude/maybe; disagreements were discussed and resolved, resulting in 926 exclusions and 559 retained items. Inclusion criteria were as follows: English abstract; journal article; and a substantive link to brokers/firms/market (or, for studies using brokerage as an empirical setting for other phenomena, an analysis that incorporated brokers/firms/market in results and/or discussion). Availability checks via the University of Gävle’s library access led to the removal of 121 items without full text, resulting in 438 articles.

In a second blind round, the remaining 438 articles were classified by unit of analysis (individual, firm/organization, market, and combinations thereof). After reading an initial random subset, we expanded to six categories to accommodate multi-level analyses. Labels were compared and reconciled jointly. Full texts were read, and topics were synthesized through semantic analysis. Figure 1 outlines identification, screening, and eligibility steps.

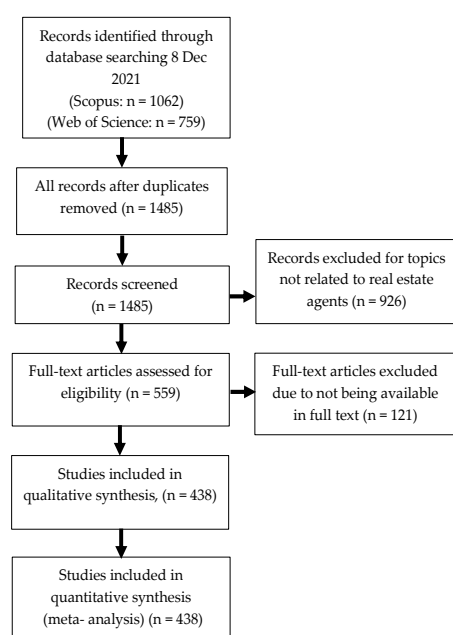


Figure 1. PRISMA flowchart.

3. Overview of the Real Estate Brokerage Research Field

Section 3 uses the Scopus search universe ($n = 1062$) to characterize the universe returned by the search string—coverage, outlets, and geography—before any inclusion filters or access constraints are applied. Using the pre-screening Scopus set avoids endogeneity from our own inclusion or exclusion judgments and from library-access limitations, providing a replicable, field-level baseline that others can reproduce with the same string and date. By contrast, Sections 4 and 5 draw exclusively on the screened full texts ($n = 438$) for substantive synthesis.

Why these trends? The post-2000 rise in publications likely reflects both digital data availability and the professionalization of brokerage; U.S. dominance mirrors the weight of U.S. data sources, institutions, and journals. These patterns underscore the need for comparative designs to understand how findings travel across legal and cultural contexts.

Most-cited articles appearing outside core real estate journals suggest the field functions as an interdisciplinary empirical context; influence accrues where brokerage questions intersect with economics, finance, and urban studies. This helps explain diffusion of impact beyond the domain journals and highlights opportunities for theory-building within real estate outlets.

Taken together, the literature clusters around pricing and market efficiency, agency and contracts, firm organization and technology, and individual performance and ethics—clusters that motivate the synthesis by unit of analysis in Section 4.

Figures in Section 3, based on Scopus metadata, should be read as indexing indicators rather than analytic outcomes. Because Scopus assigns multiple subject areas to a single article, category percentages can sum to more than 100 percent.

Approximately 80% of all articles in this review are indexed in Scopus. Figures and tables extracted from Scopus were therefore used to portray the field. Notably, Section 3 describes the initial sample rather than the final set of 438 articles; this offers an overarching picture based on the given search string, unaffected by our inclusion/exclusion criteria.

Scopus indicates increasing interest in brokerage, totaling 1062 items as of 8 December 2021, consistent with Benjamin et al. [9] on the post-1980 expansion. Publication volume accelerated after 2000, and citations also rose, as depicted in Figure 2, indicating scholar-to-scholar relevance at an aggregate level.



Figure 2. Articles per year about brokerage. Source: Scopus [14].

The volume of articles on brokerage has risen, and citation counts have increased correspondingly [14], indicating strengthened academic relevance at least in aggregate terms.

Most of these articles have appeared in U.S.- and U.K.-based economics journals within the real estate domain, such as the *Journal of Real Estate Finance and Economics* (JREFE), *Real Estate Economics* (REE), and *Property Management* (PM) [14]. It is noteworthy that articles

focusing on brokerage appear to be decreasing within economics journals, as suggested by Figure 3 [14].



Figure 3. Articles about brokerage per year and journal, between 1972 and 2021. Source: Scopus [14].

The brokerage literature is a relatively small research area embedded within real estate research more broadly [9]. For example, Johnson et al. [15] found that 6.5% of ARES conference papers (1985–1994) addressed brokerage, while Winson-Geideman and Evangelopoulos [16] used semantic analysis to show that brokerage topics represented 8.2% of articles in top-tier U.S. real estate journals (JREFE, JREER, and REE) between 1973 and 2010 [16].

Regulatory frameworks, educational requirements, and business culture vary across countries, shaping brokerage practices; nonetheless, most brokerage studies are U.S.-based (Figure 4), implying that the field is heavily influenced by the real estate domain and the U.S. empirical setting.

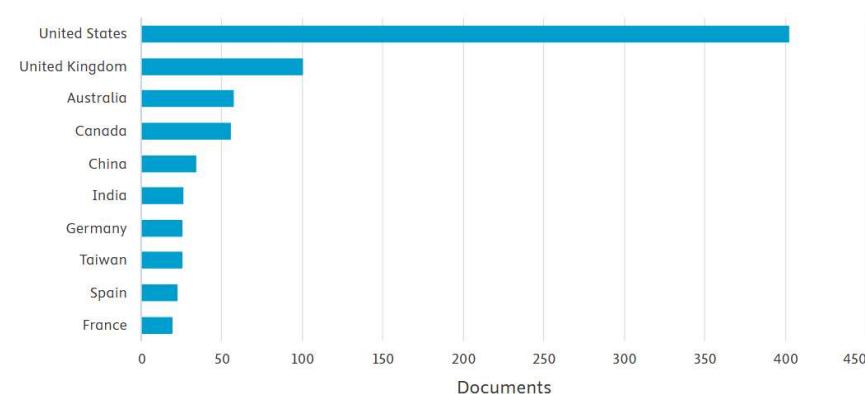


Figure 4. Origin of articles about brokerage between 1972 and 2021. Source Scopus [14].

Given the economic focus of many publication outlets, most studies are deductive and quantitative. Exceptions include qualitative studies using interviews (e.g., Sihi [17]), analyses of recorded calls (Furst and Evans [18]), and qualitative monographs (Bryson [19]). Mixed-methods studies also exist, such as (i) Dabholkar and Overby [20], combining in-depth interviews and surveys analyzed via content analysis and statistical tests; (ii) Besbris and Faber [21], blending regression analyzes and interviews; (iii) Flint-Hartle and de Bruin (2011) [22], using interviews and surveys; and (iv) Benites-Gambirazio (2020) [23], combining observations and interviews. Still, the field's quantitative orientation has meant fewer studies exploring phenomena from individual perspectives.

Comparative cross-country research is also scarce. For example, it remains underexplored whether individuals and societies perceive brokers/brokerage differently across countries.

A complementary lens is a subject area (Figure 5). Categorizing by subject area yields a more nuanced picture: economics accounts for roughly one-fifth of items, which is notable given the prominence of U.S. real estate journals. Articles on brokers/brokerage are spread across multiple subject areas, indicating a diversified research arena. This dispersion may reflect the field's relative novelty, but also the fact that brokerage matters for individuals, firms, and economies due to the magnitude and societal impact of real estate.

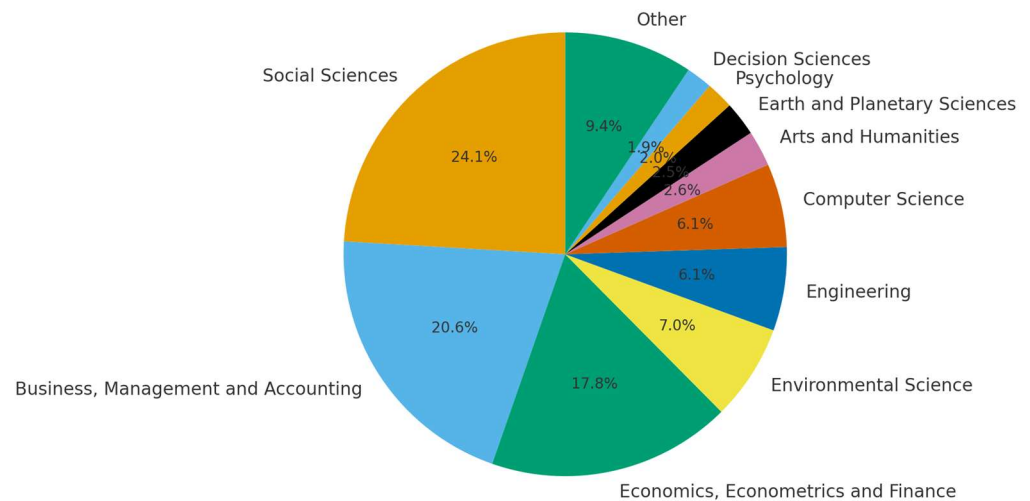


Figure 5. Articles by subject area. Noteworthy is that Scopus uses multiple subject areas for some articles (e.g., Northcraft & Neale [24], psychology and business/management/accounting, and Hsiung [25], business/management/accounting and economics/econometrics/finance), which results in odd percentage numbers for each discipline. Source: Scopus [14].

When sorting the articles according to the most cited, it is revealed that none of the most cited ones are published in real estate journals; see Table 1. Noteworthy in Figure 5 and Table 1 is that both business/management and economics/econometrics/finance are represented to the same degree, whereas psychology is much more common among the most cited articles.

Table 1. Origin of the 10 most cited articles. Sorted by the number of citations.

Author	Citations	Journal/Title	Subject ¹
Northcraft & Neale [24]	591	Organizational Behavior and Human Decision Processes 39(1), pp. 84–97. Experts, amateurs, and real estate: An anchoring-and-adjustment perspective on property decisions.	B, P
Crant [26]	405	Journal of Applied Psychology 80(4), pp. 532–537. The Proactive Personality Scale and Objective Job Performance Among Real Estate Agents.	P
Tseng et al. [27]	286	Expert Systems with Applications 36(4), pp. 7738–7748. A causal and effect decision-making model of service quality expectations using the gray-fuzzy DEMATEL approach.	C, EE

Table 1. *Cont.*

Author	Citations	Journal/Title	Subject ¹
Gomez et al. [28]	240	European Journal of Operational Research 193(1), pp. 204–221. An application of the TODIM method to the multicriteria rental evaluation of residential properties.	C, B
Levitt & Syverson [29]	216	Review of Economics and Statistics 90(4), pp. 599–611. Market distortions when agents are better informed: The value of information in real estate transactions.	EE, S
Park & Bae [30]	205	Expert systems with applications, 42(6), pp. 2928–2934. Using machine learning algorithms for housing valuation price prediction: The case of Fairfax County, Virginia housing data.	E, C
Clark [31]	189	Population Research and Policy Review 5(2), pp. 95–127. Residential segregation in American cities: a Review and interpretation.	S
Hurst & Pugsley [32]	176	Brookings Paper on Economic Activity (2), pp. 73–118. What do small businesses do?	B, EE
Hsiung [25]	151	Journal of Business Ethics 107(3), pp. 349–361. Authentic Leadership and Employee Voice Behavior: A Multi-Level Psychological Process.	A, B, EE, S
Osiyevskyy & Dewald [33]	138	Strategic Entrepreneurship Journal 9(1), pp. 58–78. Explorative versus exploitative business model change: The cognitive antecedents of firm-level responses to disruptive innovation.	B, EE

¹ B = business/management/accounting (18.2%), EE = economics/econometrics/finance (18.2%), C = computer science (13.6%), S = social science (13.6%), E = engineering (9.1%), P = psychology (9.1%), A = arts and humanities (4.5%). Source: Scopus [14].

Discrepancies between journal outlets (Figure 3) and the most-cited articles (Table 1) may be due to the sheer number of real estate journal articles, which can diffuse citations across topics. Nonetheless, scholars publishing outside real estate journals are clearly engaged with brokerage and increasingly cited [14]. Brokerage also often appears as an empirical setting for research with primary foci outside brokerage. For example, Langseth-Eide and Vittersø [34] analyze work demands using student perceptions for brokers and nurses.

Illustratively, within economics/econometrics/finance, brokerage is used to study clustering in real estate prices [35]; impacts of home values and market conditions on sale price, marketing time, and limited-service listings [36]; and time on market and price changes [37]. Within business/management/accounting, topics include determinants of sales and time on market [38], organizational control systems [39], and gender differences in strategy and HRM [40]. Within social sciences, topics include identity construction among newcomers [41], interactions between cultural and social capital [42], and whether market cycles shape marketing linguistics [43]. Scopus may classify articles into multiple subject areas.

Although other review strategies are possible (e.g., thematic analysis), themes are more informative when extracted within well-defined units of analysis—themes such as market, firm, and individual.

4. Unit of Analysis

4.1. Market Level

Across market-level studies, divergent findings on brokers' price and time-on-market effects often hinge on identification strategy, market phase (boom versus bust), and contract-

ing institutions (exclusive versus open listings). Theory has evolved from classic agency models toward designs that foreground selection, heterogeneity, and institutional context. Comparative cases beyond the U.S. would help establish scope conditions.

Most brokerage publications take a market or societal perspective and are predominantly U.S.-based, focusing on how brokers affect markets and society rather than on the broker per se [21,44]. Given the influence of economics in the field, it is unsurprising that highly cited articles examine market efficiency in real estate brokerage [45], with substantial attention to effects on price [46], time on market [47,48], agency issues [49], and contract design [50].

A perennial question concerns the broker's effect on the final sale price. Some studies report a significant impact [46,51], whereas others find the opposite [52]. Prior work has also concluded that using a broker (vs. FSBO) can positively affect the final price [52]. Multiple studies indicate that the vast majority of transactions in the Western hemisphere involve a professional broker [53].

Agency theory is a common analytical lens [54], positing that agents may maximize their own utility at principals' expense [55]. Unsurprisingly, many brokerage studies adopt this perspective. Munneke and Yavaş [56] and Levitt and Syverson [29] examine agency issues and incentives; overall, U.S.-based evidence suggests agency costs are present and that brokers exert more effort when selling their own homes.

Contractual issues have also received attention. Chinloy and Winkler [57] analyze broker effort and contract design, and Arnold [58] discusses optimal contract structures. Much of this strand is conceptual/theoretical rather than empirical.

Another line of inquiry concerns discrimination and segregation [59]. While most work is from North American cities [60], European studies are emerging [61]. Findings indicate discrimination against minorities by brokers, with declines over time [62], though some work also covers rental markets [63].

Anti-money-laundering (AML) policies have expanded globally, prompting significant regulatory changes [64]. Implementation challenges include a limited understanding of sector operations and the need for further training among brokers [65].

Industry strategy and competition have been explored as well [66]. Bishop and Megicks [67] conclude that the industry lacks economies of scale and that firms emphasize differentiation over price competition; related work finds that asymmetric information induces brokers to signal commitment via various cues [68].

As service providers, brokers are expected to add value in transactions. Several studies examine the broker's role and performance [20,69,70]. For instance, Ståmso [69] reports that sellers hire brokers primarily due to workload, while non-users cite cost as the main deterrent. Brokers' reputations tend to be relatively poor; Bishop [71] argues this partly reflects product and market characteristics.

Finally, the rise in the internet and digitalization has altered housing markets and broker practices in multiple ways [72]. Oust & Eidjord [73] argue that Google search data can indicate housing bubbles. Even so, several studies suggest the transaction process has changed less than expected, owing to service complexity and tradition [74].

4.2. Firm/Organization Level

At the firm level, core themes include reputation, compensation, and digitalization. Yet links between technology adoption and organizational outcomes remain thin. Work that tracks how new tools—such as advanced analytics and workflow automation—reshape managerial practices would clarify whether technology complements or substitutes for local tacit knowledge.

Compared with market- and individual-level studies, the firm/organization level functions as an “empirical context” for diverse disciplines, suggesting that agencies offer fertile empirical ground due to industry diversity [33,75].

Technology makes a prominent feature. Internet and mobile applications have been assessed, though, in our view, not as extensively as their commercial prominence would suggest; many studies measure user-side effectiveness rather than business impact [76–78]. Interestingly, technology-focused publication frequency does not clearly increase over time.

Economists and related scholars have investigated reputation effects [79], new product introductions (e.g., legal services) [80], sales remuneration strategies [25], and franchise affiliation value [81].

Organizational restructuring under competitive pressure has been examined, including agency reconfiguration in more competitive environments [82] and how firm size shapes strategy [67]. Such work often intersects with technology when evaluating structural adaptation.

Over time, no single theme dominates, though “soft” organizational topics are becoming more visible. Examples include mindfulness and creativity [83] and governance structures and trust [84]. Given COVID-19 mental-health impacts and work–life balance debates, this area may grow.

Management topics are also common, with agencies often serving as the unit of analysis rather than the primary theoretical focus: small-business decision-making [33], division of labor [85], internal interactions between management and peers [86], and managing disruptive technologies [33].

In sum, firm-level research is broad and—unsurprisingly—often oriented toward business metrics and performance. Technology and softer organizational themes are gaining traction, albeit less than expected. The agency’s intermediary role between parties with often divergent objectives creates a rich landscape for scholarly inquiry.

4.3. Individual Level

For individuals, evidence clusters on performance antecedents and ethics. Designs that pair administrative outcomes with qualitative data can illuminate mechanisms—trust building, information channeling, and steering—that are hard to infer from outcomes alone.

Individual-level perspectives are least common. This scarcity aligns with the field’s economics orientation. Individual-focused articles appear across journals in real estate economics [87], psychology [88], property management [89], communication [90], and ethics [91].

Four themes recur: outcomes for brokers/work characteristics, performance, outcomes for customers, and ethics—in roughly that order of prevalence, with some studies spanning multiple themes.

Regarding outcomes for brokers/work characteristics, Benites-Gambirazio [23] describes brokers’ work in the market; Love et al. [92] examine demographic effects on burnout; Snyder and Cantor [93] explore the personality fit for brokerage. Reputation is critical for client acquisition and has attracted sustained interest [71,94]. Closely related is trust, widely argued to be foundational for client attraction and sales [95,96]. Employment characteristics have also been studied, including gender composition [97] and the intersection of gender and occupational identity [98]. Evidence suggests ethnicity shapes territory size/location and networks of business contacts [99]. Regarding entry thresholds and education, several studies examine thresholds for becoming a broker and their effects [100–103]. Barker [104] argues that longer education reduces the number of brokers and increases commissions without improving service quality (complaint rates). However, findings are mixed: studies on ethics and service quality argue for more education [103,105].

Performance has been studied. For example, personality relates to performance [26]; listing specialization matters [106]; experience consistently predicts performance [107]. Findings on gender and performance are inconclusive [101]. Technology adoption has also been studied: for instance, using online scheduling tools improves price outcomes but not time on market [108]. Education effects also intersect with performance.

Concerning outcomes for customers. Arndt et al. [109] find that broker gender, pathos, and attractiveness shape customer perceptions. Besbris [110] shows that brokers influence customers' housing emotions. Tower-Richardi et al. [111] indicate that brokers use clients' social status when matching buyers to homes. Marketing strategies and information quality also affect time on market, price, and buyer search time [112,113].

Ethics are the final consideration. Ethical decision-making is shaped by ethics education, experience, workplace climate, and managerial influence [114]; rental brokers' behavior is affected by prospective tenants' criminal records [18]; gender may affect ethical behavior [89]; and customers can influence brokers' ethical judgments [115].

Overall, summarizing individual-focused work is difficult due to diversity. The emphasis falls on drivers of performance, customer effects, and ethical challenges. There is relatively little on what brokers actually do day-to-day or on brokers' own perceptions, job satisfaction, and well-being. Important descriptive context is also lacking—for instance, empirical settings are often under-specified [116], and the scale of ethical problems is not well quantified [89]. Given international differences in brokerage, careful contextualization is essential.

5. Summary and Concluding Comments

A central gap is the scarcity of cross-country comparisons: much of what we know stems from the U.S., which limits generalizability. Future work should deliberately sample contrasting institutional settings to test which findings travel. We recommend that authors report institutional context (licensing regime, contract type, and fee structure), preregister identification strategies when feasible, and share codebooks and screening logs; regulators and practitioners should pilot contract and disclosure changes with evaluation designs that permit causal inference.

The data show a recent and significant rise in brokerage research. This trend likely reflects a growing number of researchers entering the field rather than greater individual productivity; after reviewing 1900–2013 Web of Science publications, Fanelli and Larivière [117] found that per-author productivity had not increased, supporting the “more researchers” explanation.

Topic popularity—and the dominance of economics, business, and social sciences—likely mirrors the industry's nature as a knowledge-intensive service in mature, post-industrial economies [118]. Researchers gravitate to expanding sectors to examine social and economic phenomena relevant to their disciplines. Nothing in our data suggests brokerage is uniquely suited to theory creation; rather, it serves as a fertile empirical domain for validating and extending existing theories. The skill mix required in brokerage attracts researchers from multiple fields; its employment scale invites business and workplace studies; its role in housing markets attracts economists; and its human, high-stakes interactions draw social scientists.

In short, the practice of brokerage helps explain the breadth of published work, while growth in global higher education—especially in developing regions—helps explain rising volumes [119]. Understanding regional patterns is therefore key.

U.S.-based scholarship remains dominant and influential. This is problematic to the extent that European (and Australian) brokerage contexts differ substantially from the U.S. in roles, responsibilities, and legal frameworks. The influence of economics appears

to have diminished somewhat, but the discipline still leads. If brokerage research is to remain relevant to practitioners, broader methodological and geographical diversification is needed.

Limitations: First, our search protocol (string and Scopus/WoS scope) inevitably omits some articles; our results should be viewed as indicative at aggregated topic levels. Second, more rigorous classification by unit of analysis could improve validity and replicability. Alternative units might also have yielded additional insights.

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Data Availability Statement: The data supporting the findings of this study were retrieved from the Scopus and Web of Science databases, which are accessible to users with institutional or individual subscriptions. The search was performed on 8 December 2021 using the following search string: “real estate brokerage” OR “real estate brokers” OR “real estate salesmen” OR “real estate saleswomen” OR “real estate saleswoman” OR “real estate salespersons” OR “realtors” OR “real estate business” OR “buyers’ agents” OR “estate agen*”. All retrieved records can be accessed directly from the respective databases by users with valid access permissions. Further inquiries can be directed to the corresponding author.

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