

MDPI

Article

# Virtual Culinary Influence: Investigating the Impact of Food Vlogs on Viewer Attitudes and Restaurant Visit Intentions

Tu-Anh Truong <sup>1</sup>, Diana Piscarac <sup>2</sup>, Seung-Mi Kang <sup>2</sup> and Seung-Chul Yoo <sup>2</sup>,\*

- <sup>1</sup> Klook Vietnam, Ho Chi Minh City 700000, Vietnam; tuanh.truong@klook.com
- Division of Communication & Media, Ewha Womans University, Seoul 03760, Republic of Korea; diana.piscarac@ewhain.net (D.P.); seungmk@ewhain.net (S.-M.K.)
- \* Correspondence: communication@ewha.ac.kr

Abstract: Emerging as a pivotal trend on social media, food review vlogs not only narrate culinary experiences but also boost local cuisine and economic growth. This study delves into how such vlogs and vlogger traits affect viewer attitudes and restaurant visit intentions, guided by the stimulus-organism-response paradigm. Hypotheses were quantitatively assessed through an online survey with 347 participants from Amazon's Mechanical Turk (MTurk), analyzed using SPSS 22 and AMOS 22 for structural equation modeling (SEM). The results indicated that informativeness, entertainment, and vividness influence viewers' engagement with food review vlogs, while attractiveness and homophily are major predictors of parasocial relationships. Content engagement and parasocial relationships exerted positive influences on attitudes and visiting intentions toward the reviewed restaurants. The findings contribute to the empirical understanding of foodservice communication by identifying key characteristics of food review vlogs and vloggers that drive viewer engagement and behavioral intentions. Building on an established theoretical foundation, this study underscores the practical significance of the S-O-R model in digital marketing, offering actionable insights to empower content creators and marketers in driving audience engagement and shaping consumer behavior.

**Keywords:** restaurant reviews; online reviews; online eating; user-generated content; food review vlog; vloggers; visit intention; S–O–R framework; content marketing



Academic Editor: Damianos P. Sakas

Received: 26 November 2024 Revised: 3 January 2025 Accepted: 9 January 2025 Published: 13 January 2025

Citation: Truong, T.-A.; Piscarac, D.; Kang, S.-M.; Yoo, S.-C. Virtual Culinary Influence: Investigating the Impact of Food Vlogs on Viewer Attitudes and Restaurant Visit Intentions. *Information* 2025, 16, 44. https://doi.org/10.3390/ info16010044

Copyright: © 2025 by the authors. Licensee MDPI, Basel, Switzerland. This article is an open access article distributed under the terms and conditions of the Creative Commons Attribution (CC BY) license (https://creativecommons.org/licenses/by/4.0/).

# 1. Introduction

Due to the restrictions imposed during the COVID-19 pandemic, individuals spent more time on social media platforms as they served as a powerful tool for communication, learning, entertainment, and business. Since 2009, YouTube has been a significant social media platform that has drastically shaped user-generated content (UGC) through video blogging (vlogging). Food vlogs emerged as a top engaging category, experiencing a 170% growth in viewer engagement annually [1]. Research by Millward Brown Digital, Firefly, and Google highlighted YouTube's influence on culinary culture, with millennials watching 30% more food content than other demographics, which led to a 280% increase in food channel subscriptions [2]. Generation Z's engagement and interactivity with food content also spiked to 80% in 2021 [3]. The popularity of food vlogs underscores their dual role in entertaining and providing food and beverage (F&B) information [4], enhancing the commercial appeal of showcased food [5]. These vlogs meet viewers' food cravings through visual and auditory engagement, with the vlogger's persona amplifying viewer attraction [5,6].

Information 2025, 16, 44 2 of 16

In the evolving landscape of foodservice marketing, consumers have transitioned from passive recipients to active contributors of information on social media, utilizing user-generated content (UGC) as a form of electronic word-of-mouth (eWOM). UGC, a critical influencer of hospitality services, significantly affects purchase behaviors and online reputations [7]. Food review vlogs, a niche in video-based UGC, emerge as potent tools in foodservice marketing, with vloggers shaping viewer preferences and acting as opinion leaders [8]. This research delves into how food review vlogs and vlogger characteristics influence viewers' dining intentions, filling the research gap on their role in consumer decision-making [9,10]. Employing the stimulus–organism–response (S–O–R) framework [11], this study analyzes the impact of vlog-related stimuli on viewer engagement and parasocial interactions, and how these factors drive restaurant visit decisions.

# 2. Literature Review

#### 2.1. Food Review Vlogs

A vlog (video blog) is an online video documentary format that enables vloggers (video bloggers) to record and share their knowledge and experiences [12]. Due to their audiovisual illustrations and highly interactive features, vlogs are currently the most popular platform for reviews [13] and are considered the best medium to capture facial expressions and transmit accurate messages [14]. In food vlogs, videos' visual and audio effects illustrate food features appealingly, attracting viewers' attention and strengthening their desire to try the reviewed food product.

Social media has revolutionized the way consumers access dining information, favoring user-generated content (UGC) for its authenticity and personal touch over business-generated content, with UGC's trustworthiness rooted in real experiences [15]. Consumers leverage social media for peer recommendations, evaluating factors like service quality and price to select top dining spots [16,17]. Food vlogs, offering detailed narratives on cuisine and eateries, integrate critiques with insider views and expert interactions, enriching the gastronomic discourse and enticing viewer interest [10]. They stand out for their depth of culinary aesthetics and cultural storytelling, positioning them as a preferred medium for immersive food experiences on social platforms [10].

While research has touched on food shows for information dissemination [18] and the roles of host appeal, novelty, and social norms in vlog viewership [19], the gap in the understanding of food vlogs' influence on actual dining behavior remains. Addressing this, our study leverages the S–O–R model to empirically assess how food review vlogs shape dining intentions, contributing to the nuanced understanding of digital culinary influence.

#### 2.2. The S-O-R Model

The S–O–R model [11] guides our analysis, offering a framework to predict consumer intentions to visit restaurants after viewing food vlogs. This model suggests that environmental stimuli (S) impact an individual's organism (O), leading to a behavioral response (R). The organism encompasses cognitive processes, informed by information [20], and affective states, reflecting emotional experiences [21]. Responses are the actions or intentions triggered by the stimuli [22]. The S–O–R model is extensively utilized across marketing [23], retailing [24] and information systems [25], to analyze how various stimuli influence individual behavioral responses. Within social media, it elucidates how user motivations for selecting specific products or services translate into behavioral actions [26]. Gogan et al. [26] demonstrated this in their examination of social media continuation, where hedonic, utilitarian, and social gratifications serve as stimuli, emotional states as the organism, and usage intentions as the response, showcasing the S–O–R model's effectiveness in decoding

Information 2025, 16, 44 3 of 16

user behavior on social platforms. Thus, this model is appropriate for this study to identify users' behavioral outcomes in the context of social platforms, such as YouTube.

### 2.2.1. Food Vlog Attributes as Stimuli: Informativeness, Vividness, and Social Interactivity

Informativeness can be defined as the extent to which a specific medium offers users helpful and resourceful information [27]. In terms of internet usage, an informative source will satisfy consumers' information-seeking and self-education needs [28]. Among various online platforms, the vlog is an effective medium for disseminating information about a service or product due to its nature as an interpersonal information exchange [29]. The availability of online information such as food reviews on social media allows consumers to easily access and compare the prices and benefits of different food services before visiting and making purchase decisions [10]. Because audiences are interested in fresh experiences, the up-to-date information, a characteristic of social media, can have a significant influence on decisions to dine out [30]. In media consumption studies, information acquisition refers to critical stimulation of an individual's engagement with media sources [31]. Given the role of informativeness in satisfying users' information needs and promoting engagement with media, the following hypothesis is developed.

## H1. Informativeness positively impacts viewers' engagement with food vlogs.

Entertainment, as the enjoyment and interest derived from media use [32], enhances engagement with video content and commentary on platforms like YouTube [33]. Viewers' enjoyment of vlog content increases their focus and fosters a sense of connection with the vlogger and community [34]. Food vlogs entertain viewers by sharing intriguing narratives about food destinations and insights into culinary locales, thus sustaining viewer interest and engagement. To explore the relationship between entertainment and engagement, we propose the following hypothesis:

#### **H2a.** Entertainment positively impacts viewers' engagement with food vlogs.

Vividness in media appeals to the senses, enriching the experiential and hedonic aspects of consumption [35,36], making video an immersive format that surpasses text and images in sensory interaction [37]. Such immersion allows viewers to vicariously enjoy the culinary experience, enhancing their willingness to engage with content and visit featured locations [38]. Song [5] found that vicarious pleasure in mukbang (Korean live streaming eating programs) streaming notably affects viewers' positive perceptions and purchase intentions for the food presented. Although viewers are not physically present at the food destination, they still gain vicarious pleasure through audiovisual consumption because vloggers attractively demonstrate how the real food looks and tastes. Thus, we proposed the following hypothesis.

# **H2b.** Vividness positively impacts viewers' engagement with food vlogs.

Social interactivity is defined as the capacity of communication technology to foster a mediated environment for reciprocal messaging, whether one-to-one, one-to-many, or many-to-many [39] (p. 372). Lim [30] demonstrated that on Instagram the interactivity associated with restaurant information notably boosts the intention to utilize the platform. Social media facilitates engagement with vloggers' narratives and user opinions via comments, enabling viewers to exchange information and connect over shared interests, such as their favorite cuisines or dining spots. Recognizing the interactive nature of social media, we proposed the following hypothesis:

# H3. Social interactivity positively impacts viewers' engagement with food vlogs.

Information 2025, 16, 44 4 of 16

# 2.2.2. Food Vlogger Attributes as Stimuli: Credibility, Physical Attractiveness, and Attitude Homophily

Drawing on the source credibility construct [40], credibility is defined as the reliability of the source and indicates the quality of the information disseminated by the communicator. The perceived credibility of the vlogger (PCV) is the extent to which audiences trust vloggers who communicate endorsement messages [41] when they review or present products effectively and reliably [42]. Source credibility is associated with the source's trustworthiness and expertise [40]. Food vloggers provide credible reviews, leveraging their expertise in diverse cuisines, thereby fostering viewer trust and credibility in their recommendations. When audiences trust a vlogger, they are likely to hold favorable attitudes toward that vlogger. Sokolova and Perez [43] found that followers revisited reliable sources and maintained parasocial relationships with them more than they did with untrustworthy sources. Considering the significance of credibility in fostering trust, we developed the following hypothesis:

### **H4.** Credibility positively impacts parasocial relationships between food vloggers and their viewers.

Physical attractiveness refers to the appealing or pleasing physical features and aesthetic beauty of a person [44]. In online relationships, physical attractiveness can promote parasocial interactions with digital influencers [45]. Frequent vlog viewers may be familiar with the influencers' appearances and find them more attractive; consequently, they are more likely to form parasocial relationships with the influencers compared to other visitors [44]. In food review vlogs, besides the food and restaurant background, vloggers' appearance in front of the camera is a decisive element. Influencers are also the protagonists who share their reactions to and opinions about the food and services. Therefore, vloggers' familiar and presentable appearances increase their viewers' potential to absorb their vlogs and build close parasocial relationships with them.

# **H5.** Food vloggers' physical attractiveness positively impacts parasocial relationships between them and their viewers.

Attitude homophily is characterized by the belief that "I am not alone. There is someone who thinks like me", which evokes viewers' favorable feelings and provides a foundation for parasocial relationships. Consumers tend to trust performers with similar opinions, thoughts, and conditions because they believe that these individuals experience things and act in the same way as they do [13]. Sokolova and Kefi [44] also found that parasocial interactions between Instagrammers and YouTubers and their audiences are positively related to their attitude homophily. In food review vlogs, vloggers express their points of view, ideas, and interests in diverse food experiences and circumstances. Once the viewers perceive these shared attitudes and values, they tend to develop an affinity for vloggers' content and subsequently maintain engagement with it, ultimately developing parasocial relationships. This leads to the following hypothetical argument.

**H6.** Attitude homophily positively impacts parasocial relationships between food vloggers and their viewers.

# 2.2.3. Organism: Content Engagement and Parasocial Relationships

In studies on information systems, engagement has been defined as users' physical and psychological investment to satisfy specific psychological needs such as acquisition, socialization, and enjoyment [46]. In the online environment, users can decide their purpose in engagement with online sources. They can choose to remain passive by simply consuming content or play an active role by taking actions such as commenting, liking, or sharing, and they may even reset content goals to meet their needs [33]. This study

Information 2025, 16, 44 5 of 16

focused particularly on viewers' engagement with food content, namely in their immersion in vloggers' reviews and their virtual experiences.

Parasocial relationships are defined as unilaterally psychological connections that users have with media figures (e.g., vloggers) through the virtual environment [47]. In contrast to the one-way communication of traditional media channels, social media channels facilitate media personalities to actively interact with their fans [48], collect viewers' reactions, and reply to comments about the content [45]. Consequently, parasocial relationships are likely to influence perceptions and behavioral outcomes. Cohen and Holbert [49] demonstrated that parasocial relationships inspire audience loyalty in terms of continuous watching. Viewers are more likely to stay engaged with content created by vloggers with whom they have strong bonds [50]. This leads to the following hypothesis.

**H7.** Parasocial relationships positively influence viewers' engagement with food review vlogs.

# 2.2.4. Responses: Attitudes and Visit Intentions

Attitudes refer to an individual's opinions or perceptions of something, such as positive or negative feelings about a product or brand [51]. In this study, we focused on viewers' favorable attitudes toward restaurants endorsed in food vlogs. Yu and colleagues [52] have demonstrated that travel consumers' engagement with social media significantly influences their attitudes toward destination brands. In the context of food vlogs, when audiences are willing not only to watch but also to engage strongly with vloggers' content, they may adopt positive attitudes toward the reviewed restaurants. Thus, we posited the following:

**H8.** Engagement with food vlogs positively influences attitudes toward the reviewed restaurants.

The affection transfer perspective holds that favorable relationships with and appraisals of an endorser are transferred to the endorsement message and eventually to the endorsed brand [41]. Prior research has examined the influence of parasocial relationships between influencers or public figures and their subscribers or fans on attitudes and behaviors, finding that stronger parasocial relationships between users and Facebook influencers evoke stronger interest in the promoted products among users [48]. Accordingly, this study proposed the hypothesis below.

**H9.** Parasocial relationships positively influence viewers' attitudes toward reviewed restaurants.

In tourism research, visiting intentions are a subtype of behavioral intentions concerning one's commitment to visiting a destination [53]. Visit intentions combine with a rational evaluation of the perceived costs and benefits among all alternatives as an outcome of a mental process that converts desire into behavior [53,54]. Kim and colleagues [55] showed that food tourism videos can generate positive perceptions of a destination's attributes, ultimately strengthening intentions to visit the destination. In the same vein, we assumed that viewers' attitudes toward restaurants reviewed in vlogs would significantly impact their intentions to visit these restaurants.

**H10.** Attitudes of viewers toward reviewed restaurants positively influences visit intentions.

# 3. Materials and Methods

#### 3.1. Sample and Data Collection

The study's hypotheses, which are presented in Figure 1, were quantitatively tested via an online survey conducted on 5 May 2021, with 347 participants recruited from Amazon's Mechanical Turk (MTurk), recognized for its validity and demographic diversity [56]. After discarding 27 responses due to lack of food vlog viewing experience or repetitive answers, 320 responses were considered valid for analysis. The demographic breakdown showed

Information 2025, 16, 44 6 of 16

220 male (68.8%) and 100 female participants (31.2%), predominantly Caucasian (57.5%), followed by Asian (35.3%), and smaller percentages of other ethnicities. The age distribution was broad, yet predominantly 25–34 years old (58.4%). Educational levels were high, with 67.5% holding bachelor's degrees and 2.9% with master's degrees. Employment status revealed 90.6% were employed full-time. Regarding food vlog engagement, 50.6% viewed vlogs weekly, 25% more than thrice a week, 14.1% rarely, and 10.3% daily. Subscription habits showed 50.9% followed one or two channels, 31.9% three to four, 10.6% over five, and the rest were non-subscribers.

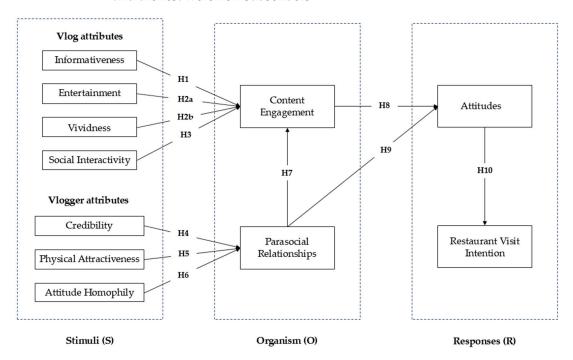


Figure 1. Conceptual framework for S–O–R model application to food vlog context.

# 3.2. Measures

The survey was structured into three parts: screening questions, main variable items, and demographic queries. Screening questions assessed frequency of food vlog viewership, subscription counts, and preferred vloggers. Hypotheses were tested using scales adapted from prior research, operationalizing constructs like informativeness [9,33], entertainment [33,57], vividness [58], and social interactivity [33,57,59]. Content engagement was gauged via Flavián et al. [60], vlogger credibility with Sokolova and Perez [43], physical attractiveness via Lee and Watkins [45], and parasocial relationships from Sokolova and Perez [43]. Attitude and visit intention measures were based on Hsiao et al. [61] and Popy and Bappy [62]. A 5-point Likert scale from 1 ("Strongly Disagree") to 5 ("Strongly Agree") was used. Table 1 presents all the constructs and measurement items in this study. Demographic data collected included age, race, gender, education, and employment status.

*Information* **2025**, 16, 44 7 of 16

**Table 1.** Results of EFA and CFA.

	EFA			CFA			
Factors/Items	Factor Loading	Eigenvalue	Alpha	Factor Loading	CR	AVE	
Factor 1: Informativeness (INF)		9.89	0.94		0.94	0.76	
The food review vlogs provide useful information about the food.	0.83			0.89			
The food review vlogs are informative about restaurant recommendations.	0.82			0.88			
The food review vlogs provide in-depth food-related reviews.	0.79			0.79			
The food review vlogs help me discover new restaurants.	0.90			0.89			
The food review vlogs help me learn more about local cuisine, culture, and other things around reviewed food.	0.96			0.91			
Factor 2: Entertainment (ENT)		1.41	0.88		0.87	0.63	
The food review vlogs are entertaining.	0.78			0.75			
The food review vlogs are exciting.	0.68			0.85			
The food review vlogs are fun to watch.	0.68			0.76			
The food review vlogs help me to pass the time when I was bored.	0.94			0.82			
Factor 3: Vividness (VIV)		2.76	0.92		0.93	0.76	
The food review vlogs provide me with detailed videos of the restaurants.	0.78			0.84			
The food review vlogs make the food and restaurants vivid to me.	0.92			0.91			
The food review vlogs make information about the restaurants vivid to me.	0.87			0.87			
The food review vlogs help me to visualize the food and restaurants in the real world.	0.89			0.87			
Factor 4: Social interactivity (SI)		2.64	0.90		0.90	0.70	
The food review vlogs enable me to know what others said about restaurants.	0.77			0.77			
The food review vlogs facilitate the exchange of ideas and information about food among viewers, including me.	0.80			0.85			
The food review vlogs make me feel a sense of belonging to the cuisine fan community.	0.84			0.79			
The food review vlogs enable me to connect with people who have the same interests as me.	0.96			0.93			
Factor 5: Credibility (CRE)		3.95	0.72		0.93	0.71	
The food vlogger is a food review expert. The food vlogger is skilled. *	0.77 -			0.79 -			
The food vlogger is knowledgeable. The food vlogger is qualified. *	0.83			0.82			
I trust in the information provided by the food vlogger.	0.77			0.77			
Videos of the food vlogger are reliable.  Overall, I recommend videos of the food vlogger.	0.92 0.91			0.91 0.92			
Factor 6: Physical attractiveness (PA)		1.32	0.82		0.82	0.60	
The food vlogger is good-looking.	0.63			0.68			
The food vlogger is attractive physically.	0.93			0.84			
The food vlogger is sexy.	0.74			0.80			

*Information* **2025**, *16*, 44

Table 1. Cont.

		EFA	CFA			
Factors/Items	Factor Loading	Eigenvalue	Alpha	Factor Loading	CR	AVE
Factor 7: Attitude homophily (AH)		2.43	0.91		0.91	0.71
The food vlogger thinks like me.	0.79			0.80		
The food vlogger shares my values.	0.88			0.86		
The food vlogger has a lot in common with me.	0.76			0.77		
The food vlogger behaves like me.	0.94			0.94		
Factor 8: Content engagement (CE)		4.55	0.92		0.93	0.71
I was absorbed in watching the food	0.71			0.75		
review vlogs.						
Watching the food review vlogs was worthwhile.	0.89			0.87		
The time I spent watching the food review vlogs	0.86			0.85		
just slipped away.				0.00		
I felt interested in watching the food	0.85			0.87		
review vlogs.						
Watching the food review vlogs was rewarding.	0.89			0.87		
Factor 9: Parasocial relationship (PSR)		3.05	0.89		0.89	0.62
The food vlogger makes me feel comfortable, as	0.69			0.74		
if I am with friends						
If my favorite food vlogger appeared on another	0.73			0.75		
media, I would watch/read it to know more.						
I look forward to watching the last video	0.77			0.76		
uploaded by my favorite food vlogger.						
I miss seeing my favorite food vlogger when he or she is not publishing videos.	0.82			0.83		
I want to meet my favorite food vlogger						
in person.	0.91			0.86		
		2.26	0.87		0.88	0.65
<b>Factor 10: Attitude (AT)</b> I like the restaurants reviewed in the vlogs.	0.79	2.20	0.67	0.73	0.00	0.65
I have positive impressions of restaurants						
reviewed in the vlogs.	0.88			0.81		
The restaurants reviewed in the vlogs seem good.	0.76			0.74		
The restaurants reviewed in the vlogs						
seem pleasant.	0.94			0.93		
Factor 11: Visit intention (VI)		1.22	0.85		0.86	0.66
I intend to visit the restaurants in the		1.22	0.00		0.00	0.00
upcoming days.	0.63			0.75		
I would visit the restaurants recommended in the						
vlogs rather than other restaurants that serve the	0.86			0.82		
same kind of food.						
I predict that I will visit the restaurants in the	0.81			0.87		
vlogs in the future.	0.01			0.07		

<sup>\*</sup> Item eliminated from further structural equation modeling analysis.

# 3.3. Statistical Produces

SEM was used to test the hypothesized relationships among the constructs. It enables simultaneous testing of multiple relationships while accounting for measurement errors. The data collected were analyzed by using SPSS 22 and AMOS 22 [63]. Structural equation modeling (SEM) was adopted as the primary analytical technique. The data analysis followed a multi-step approach to ensure the robustness of the results. First, the reliability of each construct was assessed by examining Cronbach's alpha coefficients. Second, exploratory factor analysis (EFA) was applied to assess the measurement of the constructs,

Information 2025, 16, 44 9 of 16

using maximum likelihood estimation with rotation. Third, confirmatory factor analysis (CFA) was performed to determine the constructs' convergent validity and discriminant validity before testing our hypotheses. Finally, to test the hypotheses, SEM was used to empirically verify the correlations among the constructs and the causal relationships in the structural model.

#### 4. Results

#### 4.1. Analysis Results of Reliability and Validity

Cronbach's alpha coefficients were evaluated for construct reliability, with Hair [63] recommending a threshold of 0.70 for acceptable internal consistency. All constructs in this study reported Cronbach's alpha values above 0.70, indicating reliable measurements (Table 1). Instrument-corrected item-total correlations were analyzed to assess construct coherence, where Francis and White [64] suggest a benchmark of 0.50 for acceptability. Most items surpassed this threshold, except for two credibility items ('The food vlogger is skilled' and 'The food vlogger is qualified'), leading to their exclusion from further analysis. While earlier studies, e.g., [44], identified credibility as a significant predictor of parasocial relationships, our findings suggest that, in this context, physical attractiveness and attitude homophily may overshadow credibility as stronger determinants."

Exploratory factor analysis (EFA) was conducted using maximum likelihood extraction and Promax rotation, showing no cross-loadings and affirming the anticipated 11-factor structure with all factor loadings above 0.50, supporting both convergent and discriminant validity (Table 1). The EFA elucidated that the 11 factors accounted for 70.175% of the total variance, exceeding the 50% criterion for adequate explanatory power, and all factors had eigenvalues above 1.00, signifying meaningful contributions [65]. Subsequently, confirmatory factor analysis (CFA) was performed to ascertain the measurement validity within the structural model, indicating a good fit with the data ( $\chi^2/df = 1.47$ , p < 0.001, CFI = 0.96, GFI = 0.85, TLI = 0.95, RMSEA = 0.04), aligning with Hu and Bentler's [66] fit criteria, and confirming the appropriateness of the structural model for the study's data.

According to Fornell and Larcker [67], average variance extracted (AVE) values exceeding 0.50 indicate good compound reliability and appropriate factors. As shown in Table 1, all items' factor loadings exceeded 0.60, and the AVE values for all 11 constructs exceeded 0.50, which indicated adequate evidence of convergent validity. Moreover, as the squared AVE was larger than the squared correlation coefficient between each pair of variables (Table 2), the constructs achieved adequate discriminant validity. Therefore, all items were concluded to be sufficiently reliable and suitable for the measurement model to conduct the subsequent SEM analysis.

	1	2	3	4	5	6	7	8	9	10	11
Physical attractiveness	0.78 *										
Informativeness	0.09	0.88 *									
Content engagement	0.13	0.36	0.85 *								
Credibility	0.04	0.01	0.03	0.85 *							
Parasocial relationship	0.13	0.13	0.23	-0.01	0.79 *						
Vividness	0.24	0.17	0.24	-0.04	0.28	0.88 *					
Social interactivity	-0.15	-0.34	-0.21	-0.11	-0.05	-0.02	0.84 *				
Attitude homophily	0.15	0.03	0.08	0.01	0.14	0.1	0.02	0.85 *			
Attitude	0.41	0.27	0.4	0.07	0.29	0.31	-0.01	0.15	0.81 *		
Entertainment	0.23	0.59	0.41	0.05	0.24	0.25	-0.48	0.06	0.32	0.80 *	
Visit intention	0.18	0.6	0.47	-0.05	0.23	0.13	-0.35	0.02	0.34	0.59	0.82 *

Table 2. Measurement model assessment.

<sup>\*</sup> The square-root of average variance extracted by each variable.

Information 2025, 16, 44 10 of 16

#### 4.2. Hypothesis Testing

SEM was performed to analyze the relationships among the variables in the research model. As shown in Table 3, the fit indices of the model were  $\chi^2/\mathrm{df} = 1.66$ , RMSEA = 0.05, CFI = 0.93, GFI = 0.83, and TLI = 0.93, indicating that the proposed model fit the data well [66]. Table 4 presents the results of testing the proposed SEM model. Nine of the eleven direct paths were significant. However, the paths from social interactivity to content engagement and from credibility to parasocial relationships were not significant.

Table 3. Goodness-of-fit indices.

$\chi^2$	$\chi^2/df$		GFI	RMSEA	CFI	TLI
CFA	1370.12, $df = 934$ , $p < 0.001$	1.47	0.85	0.04	0.96	0.95
SEM	11,592.80, df = 957, p < 0.001	1.66	0.83	0.05	0.93	0.93

Note: GFI (goodness-of-fit-index); RMSEA (root mean square error of approximation); CFI (comparative fit index); TLI (Tucker–Lewis Index).

Table 4. Results of the hypothesis test.

Structural Path	Std. Estimate	C.R.	Result
H1: Informativeness → Content engagement	0.20 **	2.59	Supported
H2a: Entertainment $\rightarrow$ Content engagement	0.29 **	2.89	Supported
H2b: Vividness → Content engagement	0.11 *	2.15	Supported
H3: Social interactivity → Content engagement	-0.04	-0.38	Rejected
H4: Credibility → Parasocial relationships	-0.01	-0.21	Rejected
H5: Physical attractiveness → Parasocial relationships	0.16 *	2.06	Supported
H6: Attitude homophily → Parasocial relationships	0.13 *	1.98	Supported
H7: Parasocial relationships → Content engagement	0.10 *	2.22	Supported
H8: Content engagement → Attitudes	0.42 ***	6.42	Supported
H9: Parasocial relationships $\rightarrow$ Attitudes	0.19 ***	3.64	Supported
H10: Attitudes $\rightarrow$ Visit intentions	0.24 ***	5.58	Supported

Note: All path estimates are standardized. \* p < 0.05, \*\* p < 0.01, \*\*\* p < 0.001.

Regarding vlog attributes, informativeness positively correlated with content engagement ( $\beta$  = 0.18, p < 0.05), affirming Hypothesis 1. Similarly, entertainment and vividness exhibited positive associations with content engagement ( $\beta$  = 0.24, p < 0.05;  $\beta$  = 0.12, p < 0.05), supporting Hypotheses 2 and 3. Conversely, social interactivity's impact on engagement was not significant ( $\beta$  = -0.02, p > 0.05), leading to the rejection of Hypothesis 4. For vlogger attributes, physical attractiveness ( $\beta$  = 0.12, p < 0.05) and attitude homophily ( $\beta$  = 0.13, p < 0.05) showed positive relationships with parasocial relationships, corroborating Hypotheses 6 and 7. However, the influence of credibility on parasocial relationships was negligible ( $\beta$  = -0.01, p > 0.05), negating hypothesis 5. The positive link between parasocial relationships and engagement ( $\beta$  = 0.12, p < 0.05) further upheld Hypothesis 7. Engagement and parasocial relationships significantly influenced attitudes towards reviewed restaurants ( $\beta$  = 0.37, p < 0.001;  $\beta$  = 0.21, p < 0.001), confirming Hypotheses 8 and 9. Finally, the strong effect of attitudes on visit intentions validated Hypothesis 10.

#### 5. Conclusions

In the digital age, user-generated content such as food review vlogs is a credible and influential medium to communicate information. The present study investigated the influences of food vlogs on viewers' attitudes and intentions to visit restaurants based on the theoretical framework of the S–O–R paradigm. Particularly, this study sought to determine the desirable attributes of food review vlogs and vloggers that act as stimuli prompting viewers' content engagement and parasocial relationships, and subsequently their attitudes and visit intentions. Ten hypotheses were tested to verify this process using

Information 2025, 16, 44 11 of 16

a structural equation model. Overall, the results confirmed most relationships among the main variables (i.e., attributes of food vlogs and vloggers, content engagement, parasocial relationships, attitudes, and visit intentions).

### 5.1. Empirical Implications

This study makes an empirical contribution by applying the well-established S–O–R framework to the relatively unexplored context of food vlogs. While the S–O–R model has been widely used in marketing and psychology, its application in digital food marketing offers novel insights into how vlog and vlogger attributes influence viewer engagement, attitudes, and visit intentions. By empirically validating this framework, the study bridges a gap in the literature and provides a robust foundation for future research into digital consumer behavior. Recently, the S–O–R model has also proved effective in demonstrating the relationship between watching live streaming videos and purchase intention in the context of mukbangs [8]. Accordingly, the research developed a conceptual and structural model to predict consumers' visit intentions based on their food vlog consumption.

This study clarifies constructs in the extant literature on vlog and vlogger factors as stimuli driving viewers' attitudes and behaviors. First, we identified three aspects of vlog stimuli—informativeness, entertainment, and vividness—that are powerful incentives in the vlog environment. As patterns of utilitarian and hedonic gratifications, the informativeness and entertainment value of food vlogs have the most substantial effects on content engagement. These findings are consistent with those of previous studies [10,30,68]. In the form of hedonic experience, the vividness of food vlogs also positively affects viewers' content engagement. However, in contrast to prior studies identifying the decisive role of interactivity in the social media environment [69], our analysis revealed an insignificant relationship between social interactivity and content engagement, which may have been caused by the measurement scale for social interactivity. Additionally, it can be deduced that since content engagement emphasizes the passive absorption of food vlogs, interactive needs such as online comments or conversations are less necessary during content consumption in comparison to other active-engagement activities.

Second, this study yielded novel results concerning the characteristics of food vloggers and parasocial relationships. While credibility has been considered as a major factor explaining parasocial relationships [43], the current study's results suggest the opposite direction of causality. The hypothesis about the credibility variable was rejected, and credibility did not have a significant effect on parasocial relationships, which contradicts prior studies that showed vlogger credibility can increase perceived social presence and strongly predict intention to visit a destination [70]. The non-significant impact of credibility can be explained by the inadequate measurement structure (with two eliminated items) and the sample of non-fans. In the context of this study, despite the contribution of food vloggers' credibility to content consumption, it is less influential for fostering intimate relationships with their audiences.

On the other hand, physical attractiveness and attitude homophily were found to be strong predictors of parasocial relationships. Unlike different vlog content categories such as fitness vlogs [44] or beauty vlogs [71], physical features of food vloggers have not been considered to the same extent in previous studies of food content because viewers apparently only focus on food and background appearances during food vlog content consumption. Our study addressed this gap by discovering that food vloggers' physical attractiveness has a significant effect on parasocial relationships. Indeed, viewers evaluate not only the food and restaurant background but also the vloggers' appearance. In an aesthetic sense, the physical appeal of food vloggers thus may encourage viewers to build parasocial relationships with them. Moreover, among food vlogger attributes, attitude

Information 2025, 16, 44 12 of 16

homophily is the strongest determinant of parasocial relationships. Similarly, Song et al. [8] found that the attractiveness of mukbang vloggers has a positive influence on parasocial relationships, which in turn had an impact on the viewers' intention to watch mukbangs. In line with social comparison theory, once viewers perceive vloggers' attitude similarities in values, opinions, and behavioral tendencies, they are likely to form good impressions of the food vloggers, generating solid parasocial relationships.

In the second stage of the S–O–R process, the findings confirmed that parasocial relationships improve engagement with food vlogs. Viewers' intimate relationships with their favorite food vloggers encourage continued interest and engagement with vloggers' content. Furthermore, this study stresses causal links among content engagement, parasocial relationships, and attitudes toward recommended restaurants. Both content engagement and parasocial relationships have direct influences on viewers' attitudes toward reviewed restaurants. In line with affection transfer theory, viewers' positive emotions generated by their parasocial relationships with food vloggers shift toward the recommended restaurants. Furthermore, investing more time and effort in watching vloggers' content and being highly engaged with it generates favorable attitudes toward the reviewed restaurants. In the final stage of the S–O–R process, attitudes and behavioral intentions were direct outcomes of food vlog consumption. Our research also confirmed that favorable attitudes toward the restaurants reviewed in the food vlogs influence the viewers' intentions to visit these restaurants.

Overall, the results confirmed the crucial influence of informative, entertaining, and vivid reviews and marketing messages in prompting affective and behavioral responses. Triggered by vlog and vlogger stimuli, organisms produce responses of attitude and visiting intentions via enhanced content engagement and parasocial relationships. Furthermore, the current study extends the use of the S–O–R model as appropriate for describing the influential factors, perceptions, and behaviors to enrich the restaurant communication literature in a vlogging context.

# 5.2. Practical Implications

This study illuminates the impact of food review vlogs on dining intentions, high-lighting their potential as alternative marketing and search tools in the food and beverage industry. Particularly post-COVID-19, these vlogs can promote local cuisines and support economic recovery. For vloggers and foodservice providers, understanding viewer perceptions and the determinants of their engagement is crucial for devising effective strategies to attract and retain subscribers and customers. Content creators need to prioritize engagement and nurture audience relationships to stand out digitally. Tailored content that balances informative and entertaining elements can enhance viewer engagement and influence dining decisions. Food review vlogs are recommended to include helpful and detailed information about dining destinations, such as food quality and presentation, taste, portion size, nutritional value, location, pricing, and services. Additionally, they should create engaging content by offering novel experiences, an appealing viewing environment, and entertaining stories about food vendors or local cuisine.

Visual appeal in vlog production is also essential. Aesthetically pleasing and accurate portrayals of culinary experiences can stimulate viewers' interest and visit intentions. Food vlogs must vividly portray the food's features, the restaurant background and decor, and other elements of the dining experience to satisfy viewers' vicarious pleasure, provoking their desire to visit the restaurants. Video effects, such as transitions, slow-motion shots, text overlays, and enhanced food consumption sounds, can amplify the sensory appeal of food reactions and sustain viewer engagement. Furthermore, food vlogs should not only illustrate the food itself but also the characteristics of the food vlogger that distinguish

Information 2025, 16, 44 13 of 16

them from other creators. Personal branding, encompassing appearance and personality, also plays a significant role in building parasocial relationships and viewer loyalty.

Additionally, millennials comprise the primary audience for food vlogs in our study. As a tech-savvy generation born during the rise of digital technologies, they are more adept at navigating online platforms. As a result, this makes it easier and quicker for them to engage with digital content [72]. Millennials are characterized by a need for visual satisfaction and a sense of insatiable curiosity. Therefore, vloggers and marketers should cater to their preferences for curiosity-driven narratives, creativity, authenticity, and visual engagement. Leveraging UGC, brands can collaborate with vloggers mirroring their target demographics to foster positive brand perceptions and drive consumption. In summary, the findings offer actionable insights for leveraging food vlogs and vlogger influence in marketing strategies to enhance the foodservice industry's appeal and customer base.

#### 5.3. Limitations and Future Research

This study faced limitations that suggest avenues for further research. The generalizability of our results is limited by the potentially non-representative sample of 320 people, primarily comprising Caucasian or Asian males, sourced via MTurk. Despite balanced survey responses across genders and varied demographics, the ethnicity and gender distribution raise questions about the broad applicability of the findings. The use of MTurk, constrained by time and budget, may have captured a general rather than a dedicated audience, possibly affecting the perceived impact of social interactivity and credibility. Future research should target specific, engaged food vlog communities to uncover nuanced insights. Additionally, the reliance on self-reported data may introduce biases, affecting data reliability and validity. Future studies should explore additional food-related determinants of viewer attitudes and visit intentions, such as vicarious satisfaction, restaurant types, vlogging styles, and vlogger personality traits. Considering the diversity of food vlog audiences, further segmentation by generation, income, personality, preferences, and consumption habits could provide a more comprehensive understanding of the influence of food vlog viewers' attributes on attitudes and intentions toward reviewed restaurants.

**Author Contributions:** Conceptualization, T.-A.T.; methodology, S.-C.Y. and T.-A.T.; writing—original draft preparation, T.-A.T.; writing—review and editing, D.P. and S.-M.K.; supervision, S.-C.Y. All authors have read and agreed to the published version of the manuscript.

Funding: This research received no external funding

Institutional Review Board Statement: Not applicable.

**Informed Consent Statement:** Informed consent was obtained from all subjects involved in the study.

**Data Availability Statement:** The original contributions presented in this study are included in the article. Further inquiries can be directed to the corresponding author.

Conflicts of Interest: The authors declare no conflicts of interest.

#### References

- Tubular Labs. The Growth of Food Content on YouTube. 2015. Available online: https://tubularinsights.com/growth-food-youtube-report/ (accessed on 4 March 2021).
- Delgado, J.; Johnsmeyer, B.; Balanovskiy, S. Millennials Eat Up YouTube Food Videos. Think with Google. 2014. Available online: https://www.thinkwithgoogle.com/marketing-strategies/video/millennials-eat-up-youtube-food-videos/ (accessed on 1 December 2021).
- 3. Stefanski, R. How to Start a Blog Quickly and Easily to Become Your Own Boss. OneHourProfessor. 14 August 2023. Available online: https://onehourprofessor.com/start-blog/ (accessed on 21 August 2023).

Information 2025, 16, 44 14 of 16

4. Kim, Y. Eating as a transgression: Multisensorial performativity in the carnal videos of mukbang (eating shows). *Int. J. Cult. Stud.* **2021**, *24*, 107–122. [CrossRef]

- 5. Song, H.G. Understanding social media users' mukbang content watching: Integrating TAM and ECM. *Sustainability* **2023**, 15, 4013. [CrossRef]
- 6. Kang, E.; Lee, J.; Kim, K.H.; Yun, Y.H. The popularity of eating broadcast: Content analysis of "mukbang" YouTube videos, media coverage, and the health impact of "mukbang" on public. *Health Inform. J.* **2020**, *26*, 2237–2248. [CrossRef]
- 7. Anagnostopoulou, S.C.; Buhalis, D.; Kountouri, I.L.; Manousakis, E.G.; Tsekrekos, A.E. The impact of online reputation on hotel profitability. *Int. J. Contemp. Hosp. Manag.* **2020**, 32, 20–39. [CrossRef]
- 8. Song, H.G.; Kim, Y.S.; Hwang, E. How attitude and para-social interaction influence purchase intentions of Mukbang users: A mixed-method study. *Behav. Sci.* **2023**, *13*, 214. [CrossRef] [PubMed]
- 9. Brewer, P. The Impact of Restaurant Review Website Attributes on Consumers' Internal States and Behavioral Responses. Ph.D. Dissertation, University of Tennessee, Knoxville, TN, USA, 2017.
- 10. Briliana, V.; Ruswidiono, W.; Deitiana, T. Do millennials believe in food vlogger reviews? A study of food vlogs as a source of information. *J. Manag. Mark. Rev.* **2020**, *5*, 170–178. [CrossRef] [PubMed]
- 11. Mehrabian, A.; Russell, J.A. An Approach to Environmental Psychology; The MIT Press: Cambridge, MA, USA, 1974.
- 12. Jiang, L.; Kodono, Y. How VLOG promotion content influences consumer attitudes. *Mark. Manag. Innov.* **2024**, *15*, 241–251. [CrossRef]
- 13. Abd Razak, N.I.; Zulkifly, M.I. The impacts of food vlog attributes on para-social interaction and customers' response behaviours. *J. Tour. Hosp. Culin. Arts* **2020**, *12*, 435–445.
- 14. Dedman, J.; Paul, J. Videoblogging; Wiley: New Jersey, NJ, USA, 2006.
- 15. Wang, Z.; Sun, L.; Zhu, W.; Yang, S.; Li, H.; Wu, D. Joint social and content recommendation for user-generated videos in online social network. *IEEE Trans. Multimed.* **2012**, *15*, 698–709. [CrossRef]
- 16. Liu, C.H.S.; Lee, T. Service quality and price perception of service: Influence on word-of-mouth and revisiting intention. *J. Air Transp. Manag.* **2016**, *52*, 42–54. [CrossRef]
- 17. Lee, W.; Xiong, L.; Hu, C. The effect of Facebook users' arousal and valence on intention to go to the festival: Applying an extension of the technology acceptance model. *Int. J. Hosp. Manag.* **2012**, *31*, 819–827. [CrossRef]
- 18. Lee, S.W.; Sung, H.J.; Jeon, H.M. Determinants of continuous intention on food delivery apps: Extending UTAUT2 with information quality. *Sustainability* **2019**, *11*, 3141. [CrossRef]
- 19. Pereira, B.; Sung, B.; Lee, S. I like watching other people eat: A cross-cultural analysis of the antecedents of attitudes towards Mukbang. *Australas. Mark. J.* **2019**, *27*, 78–90. [CrossRef]
- Shaver, J.M. Accounting for endogeneity when assessing strategy performance: Does entry mode choice affect FDI survival?
   Manag. Sci. 1998, 44, 571–585. [CrossRef]
- 21. Benlian, A. Web personalization cues and their differential effects on user assessments of website value. *J. Manag. Inf. Syst.* **2015**, 32, 225–260. [CrossRef]
- 22. Davis, T.R.; Luthans, F. A social learning approach to organizational behavior. Acad. Manag. Rev. 1980, 5, 281–290. [CrossRef]
- 23. Wang, L.C.; Baker, J.; Wagner, J.A.; Wakefield, K. Can a retail website be social? J. Mark. 2007, 71, 143–157. [CrossRef]
- 24. Peng, C.; Kim, Y.G. Application of the stimulus-organism-response (SOR) framework to online shopping behavior. *J. Internet Commer.* **2014**, *13*, 159–176. [CrossRef]
- 25. Gu, R.; Oh, L.B.; Wang, K. Developing user loyalty for social networking sites: A relational perspective. *J. Electron. Commer. Res.* **2016**, *17*, 1–21.
- 26. Gogan, I.C.W.; Zhang, Z.; Matemba, E.D. Impacts of gratifications on consumers' emotions and continuance use intention: An empirical study of Weibo in China. *Sustainability* **2018**, *10*, 3162. [CrossRef]
- 27. Chen, Q.; Wells, W.D. Attitude toward the site. *J. Advert. Res.* **1999**, *39*, 27–38.
- 28. Papacharissi, Z.; Rubin, A.M. Predictors of Internet use. J. Broadcast. Electron. Media 2000, 44, 175–196. [CrossRef]
- 29. Xiang, L.; Zheng, X.; Lee, M.; Zhao, D. Exploring consumers' impulse buying behavior on social commerce platform: The role of para-social interaction. *Int. J. Inf. Manag.* **2016**, *36*, 333–347. [CrossRef]
- 30. Lim, S.Y. Effects of Instagram eating-out information characteristics on satisfaction and intention to use. *J. Korea Hotel Resort Assoc.* **2019**, *18*, 241–260.
- 31. Palmgreen, P.; Wenner, L.A.; Rayburn, J.D. Relations between gratifications sought and obtained: A study of television news. *Commun. Res.* **1980**, *7*, 161–192. [CrossRef]
- 32. Dehghani, M.; Niaki, M.K.; Ramezani, I.; Sali, R. Evaluating the influence of YouTube advertising for attraction of young customers. *Comput. Hum. Behav.* **2016**, *59*, 165–172. [CrossRef]
- 33. Khan, M.L. Social media engagement: What motivates user participation and consumption on YouTube? *Comput. Hum. Behav.* **2017**, *66*, 236–247. [CrossRef]

Information 2025, 16, 44 15 of 16

34. Liu, M.T.; Liu, Y.; Zhang, L.L. Vlog and brand evaluations: The influence of para-social interaction. *Asia Pac. J. Mark. Logist.* **2019**, 31, 419–436. [CrossRef]

- 35. Chua, A.Y.; Banerjee, S. How businesses draw attention on Facebook through incentives, vividness, and interactivity. *Int. J. Comput. Sci.* **2015**, 42, 275–281.
- 36. Batra, R.; Ahtola, O.T. Measuring the hedonic and utilitarian sources of consumer attitudes. *Mark. Lett.* **1991**, 2, 159–170. [CrossRef]
- 37. Fortin, D.R.; Dholakia, R.R. Interactivity and vividness effects on social presence and involvement with a web-based advertisement. *J. Bus. Res.* **2005**, *58*, 387–396. [CrossRef]
- 38. Lee, J.; Hong, I. Predicting positive user responses to social media advertising: The roles of emotional appeal, informativeness, and creativity. *Int. J. Inf. Manag.* **2016**, *36*, 360–373. [CrossRef]
- 39. Kiousis, S. Public trust or mistrust? Perceptions of media credibility in the information age. Mass Commun. Soc. 2001, 4, 381–403.
- 40. Ohanian, R. Construction and validation of a scale to measure celebrity endorsers' perceived expertise, trustworthiness, and attractiveness. *J. Advert.* **1990**, *19*, 39–52. [CrossRef]
- 41. Goldsmith, R.E.; Lafferty, B.A.; Newell, S.J. The impact of corporate credibility and celebrity credibility on consumer reaction to advertisements and brands. *J. Advert.* **2000**, *29*, 43–53. [CrossRef]
- 42. Batra, R.; Keller, K.L. Integrating marketing communications: New findings, new lessons, and new ideas. *J. Mark.* **2016**, *80*, 122–145. [CrossRef]
- 43. Sokolova, K.; Perez, C. You follow fitness influencers on YouTube. But do you actually exercise? How para-social relationships, and watching fitness influencers, relate to intentions to exercise. *J. Retail. Consum. Serv.* **2021**, *58*, 102276. [CrossRef]
- 44. Sokolova, K.; Kefi, H. Instagram and YouTube bloggers promote it, why should I buy? How credibility and para-social interaction influence purchase intentions. *J. Retail. Consum. Serv.* **2020**, *53*, 101742. [CrossRef]
- 45. Lee, J.E.; Watkins, B. YouTube vloggers' influence on consumer luxury brand perceptions and intentions. *J. Bus. Res.* **2016**, *69*, 5753–5760. [CrossRef]
- 46. Ruggiero, T.E. Uses and gratifications theory in the 21st century. Mass Commun. Soc. 2000, 3, 3–37. [CrossRef]
- 47. Rubin, A.M.; Step, M.M. Impact of motivation, attraction, and para-social interaction on talk radio listening. *J. Broadcast. Electron. Media* **2000**, 44, 635–654. [CrossRef]
- 48. Yuan, S.; Lou, C. How social media influencers foster relationships with followers: The roles of source credibility and fairness in para-social relationship and product interest. *J. Interact. Advert.* **2020**, 20, 133–147. [CrossRef]
- 49. Cohen, J.; Holbert, R.L. Assessing the predictive value of para-social relationship intensity in a political context. *Commun. Res.* **2018**, *48*, 501–526. [CrossRef]
- 50. Ladhari, R.; Massa, E.; Skandrani, H. YouTube vloggers' popularity and influence: The roles of homophily, emotional attachment, and expertise. *J. Retail. Consum. Serv.* **2020**, *54*, 102027. [CrossRef]
- 51. Chen, C.C.; Lin, Y.C. What drives live-stream usage intention? The perspectives of flow, entertainment, social interaction, and endorsement. *Telemat. Inform.* **2018**, *35*, 293–303. [CrossRef]
- 52. Yu, G.; Carlsson, C.; Zou, D. Exploring the influence of user-generated content factors on the behavioral intentions of travel consumers. In Proceedings of the 25th Australasian Conference on Information Systems (ACIS), Auckland, New Zealand, 8–10 December 2014.
- 53. Jang, S.; Bai, B.; Hu, C.; Wu, C.M.E. Affect, travel motivation, and travel intention: A senior market. *J. Hosp. Tour. Res.* **2009**, 33, 51–73. [CrossRef]
- 54. Chen, Y.C.; Shang, R.A.; Li, M.J. The effects of perceived relevance of travel blogs' content on the behavioral intention to visit a tourist destination. *Comput. Hum. Behav.* **2014**, *30*, 787–799. [CrossRef]
- 55. Kim, S.; Choe, J.Y.; Lee, S. How are food value video clips effective in promoting food tourism? Generation Y versus non–Generation Y. *J. Travel Tour. Mark.* **2018**, *35*, *377*–393. [CrossRef]
- 56. Buhrmester, M.; Kwang, T.; Gosling, S.D. Amazon's mechanical Turk: A new source of inexpensive, yet high-quality, data? Perspect. Psychol. Sci. 2011, 6, 3–5. [CrossRef]
- 57. Aluri, A.; Slevitch, L.; Larzelere, R. The effectiveness of embedded social media on hotel websites and the importance of social interactions and return on engagement. *Int. J. Contemp. Hosp. Manag.* **2015**, 27, 670–689. [CrossRef]
- 58. Sun, Y.; Shao, X.; Li, X.; Guo, Y.; Nie, K. How live streaming influences purchase intentions in social commerce: An IT affordance perspective. *Electron. Commer. Res. Appl.* **2019**, *37*, 100886. [CrossRef]
- 59. Chiang, H.S.; Hsiao, K.L. YouTube stickiness: The needs, personal, and environmental perspective. *Internet Res.* **2015**, 25, 85–106. [CrossRef]
- 60. Flavián, C.; Ibáñez-Sánchez, S.; Orús, C. Integrating virtual reality devices into the body: Effects of technological embodiment on customer engagement and behavioral intentions toward the destination. *J. Travel Tour. Mark.* **2019**, *36*, 847–863. [CrossRef]
- 61. Hsiao, K.L.; Lu, H.P.; Lan, W.C. The influence of the components of storytelling blogs on readers' travel intentions. *Internet Res.* **2013**, 23, 160–182. [CrossRef]

Information 2025, 16, 44 16 of 16

62. Popy, N.N.; Bappy, T.A. Attitude toward social media reviews and restaurant visit intention: A Bangladeshi perspective. *S. Asian J. Bus. Stud.* **2020**, *11*, 20–44. [CrossRef]

- 63. Hair, J.F., Jr.; Anderson, R.E.; Tatham, R.L.; Black, W.C. *Multivariate Data Analysis with Reading*; Prentice-Hall: Englewood Cliffs, NJ, USA, 1995.
- 64. Francis, J.E.; White, L. PIRQUAL: A scale for measuring customer expectations and perceptions of quality in internet retailing. In Proceedings of the 2002 AMA Winter Educators' Conference: Marketing Theory and Applications, Austin, TX, USA, 22–25 February 2002; pp. 263–270.
- 65. Savci, M.; Ercengiz, M.; Aysan, F. Turkish adaptation of the Social Media Disorder Scale in adolescents. *Arch. Neuropsychiatry* **2018**, *55*, 248. [CrossRef]
- 66. Hu, L.T.; Bentler, P.M. Cutoff criteria for fit indexes in covariance structure analysis: Conventional criteria versus new alternatives. Struct. Equ. Model. 1999, 6, 1–55. [CrossRef]
- 67. Fornell, C.; Larcker, D.F. Evaluating structural equation models with unobservable variables and measurement error. *J. Mark. Res.* **1981**, *18*, 39–50. [CrossRef]
- 68. Arviansyah; Dhaneswara, A.P.; Hidayanto, A.N.; Zhu, Y.Q. Vlogging: Trigger to impulse buying behaviors. In Proceedings of the 22nd Pacific Asia Conference on Information Systems (PACIS), Yokohama, Japan, 26–30 June 2018; p. 249.
- 69. Wang, W.; Chen, R.R.; Ou, C.X.; Ren, S.J. Media or message, which is the king in social commerce? An empirical study of participants' intention to repost marketing messages on social media. *Comput. Hum. Behav.* **2019**, 93, 176–191. [CrossRef]
- 70. Silaban, P.H.; Chen, W.K.; Nababan, T.S.; Eunike, I.J.; Silalahi, A.D.K. How travel vlogs on YouTube influence consumer behavior: A use and gratification perspective and customer engagement. *Hum. Behav. Emerg. Technol.* **2022**, *1*, 4432977. [CrossRef]
- 71. Rasmussen, L. Parasocial interaction in the digital age: An examination of relationship building and the effectiveness of YouTube celebrities. *J. Soc. Media Soc.* **2018**, *7*, 280–294.
- 72. Elshaer, I.A.; Azazz, A.M.S.; Fayyad, S.; Mohamed, S.A.; Fouad, A.M.; Fathy, E.A. From Data to Delight: Leveraging Social Customer Relationship Management to Elevate Customer Satisfaction and Market Effectiveness. *Information* 2025, 16, 9. [CrossRef]

**Disclaimer/Publisher's Note:** The statements, opinions and data contained in all publications are solely those of the individual author(s) and contributor(s) and not of MDPI and/or the editor(s). MDPI and/or the editor(s) disclaim responsibility for any injury to people or property resulting from any ideas, methods, instructions or products referred to in the content.