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THE RELATIONSHIP BETWEEN SERVICE QUALITY AND OCCUPANTS' SATISFACTION: A MIXED-USE BUILDING

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ABSTRACT

In order to accommodate the city's growing population and land shortage, more vertical buildings are being built nowadays, and mixed-use buildings, as opposed to those with a specific purpose, like residences and businesses, are being developed. Due to the structure's complexity, this building nonetheless presents several issues to property management. Property management companies must comprehend people's current needs and wishes to keep up with satisfaction levels and service quality. As a result, this study aims to ascertain how well a building's services are provided in relation to how satisfied its residents are. A total of 500 respondents were surveyed, and a partial least squares structural equation model (PLS-SEM) analysis was performed to determine the relationships between the variables. The empirical results of this study revealed that four out of the five independent variables, i.e. tangibles, reliability, assurance, and empathy, show a significant relationship with occupants' satisfaction. These research findings may give current insight for property management firms and personnel to improve the quality of their services by implementing corrective measures and prioritizing work, which increases resident satisfaction.

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1. Introduction

More high-rise buildings are being constructed in urban areas due to rapid urbanization and population growth. The trend for such buildings spread throughout the world. For instance, the proportion of people living in high-rise buildings has increased in Australia at a higher rate than the country's entire population (Ahmad, et al., 2017). Also, Singapore's intractable land scarcity problem has been forcing an increasing number of strata developments (Christudason, 2008). Although there were many critics of this trend, it gained popularity, especially in big cities like Malaysia, where land is expensive and difficult to construct (Abd-Wahabet al., 2015; Ali & Al-Kodmany, 2012; Azian, 2022).

As of the third quarter of 2019, approximately two million residential units have been produced in Greater Kuala Lumpur, with over 750,000 of those units, or 44%, being vertical residential buildings. Those units comprise commercial title housing, such as Small Office, Home Office (SoHo) condos and serviced apartments. According to statistics, there were over 1.5 million strata units in 16,000 strata developments as of the year 2015, and the number is continually expanding every year. These developments include a variety of building types, including condominiums, apartments, and service

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apartments. Therefore, it is critical to find the ideal property management company to supervise the high-rise building's upkeep and maintenance (Adlene, 2020).

Future real estate projects in Malaysia will prioritize small units, transit-oriented complexes, integrated or mixed-use projects, and developer-offered financing options (EdgeProp.my, 2020). Malaysia is home to several mixed-use developments, including Sunway City, Bukit Bintang City Centre, Tun Razak Exchange, Mid Valley City, KL Metropolis and Menara Suezcap. A mixed-use building, whether vertical or horizontal, combines multiple functions, such as residential, retail, and hotel, in a single structure or area. This type of property demonstrates a variety of living activities due to its excellent accessibility for its many purposes and location in the neighborhood of its occupants (Narvaez & Penn, 2016, Wahabet al., 2016). Generalova, Generalov, Kuznetsova and Bobkova (2018) mentioned that carefully designed mixed-use high-rise buildings can strengthen urban economies and environmental conditions while fostering a good quality of life.

Although mixed-use buildings can accommodate people's needs by bringing different living activities closer together so that residents can live and work in the exact location, reducing traffic congestion in cities, problems and hazards can come along with these benefits. Security, noise, hygiene, and parking concerns are a few challenges for mixed-use buildings (Schmidt Associates, 2016). Azian, Yusof and Kamal (2020) assert that management must address five significant issues. These include poor public facilities (lifts, parking, telephone lines, internet), inadequate security and safety (miscommunication with security guards and CCTV), maintenance (maintenance work), preliminary design (leaking areas and cracked walls) and maintenance fee issues (fee collection). Additionally, during the COVID-19 pandemic, they involve the collection of maintenance funds, comprehension of cashless payment options, adherence to SOPs, sanitization efforts, and social interaction between management and residents (Azian et al., 2022). Additionally, the presence of Air bnb in a mixed-use building exacerbates issues of isolation, insecurity, terror, and health (Ch'ng et al., 2018). Therefore, these issues will affect occupant satisfaction in mixed-use buildings.

Numerous researchers have examined service quality and occupant satisfaction in separate studies based on the type of building, whether it is used for commercial or residential purposes (condominiums and service apartments) (office) (Abdul Razaket al., 2022; Mmutle & Shonhe, 2017; Omar et al., 2010; Pa et al., 2022, Yusof et al., 2017). However, studies on occupant satisfaction in mixed-use building types are lacking. According to previous research, the tangible aspects of service quality significantly affect user' satisfaction. However, Sanderson (2015) and Sanderson and Edwards (2016) demonstrated that empathy is the most significant aspect of service quality, impacting overall satisfaction. Different findings apply to low- and medium-priced high-rise residential buildings, which emphasize tangibles and service quality assurance. As a result, the study's goal is to ascertain how the well-being of occupants relates to service quality to investigate the primary customer concerns about service quality. This study will assist property management companies in maintaining mixed-use buildings in good shape, lower complaint rates, and gratify residents.

2. Literature Review

2.1. Service Quality

Despite the fact that studies on service quality occurred as early as in the 1980s, no generally accepted definition exists (Priporaset al., 2017). The definition of service quality is the evaluation of providing services that meet the occupants' expectations (Ramyaet al., 2019). According to Latif (2017), service quality is the organization's ability to design and deliver services effectively and in an aesthetically pleasing manner, which impacts customer satisfaction. Therefore, the ability of companies to adapt to a rapidly changing environment becomes a competitive advantage. It combines the words "service" and "quality." The quality of service can have an impact on how satisfied the residents are (Na-Nan et al., 2016). Another interpretation is that residents will be more satisfied with the better quality of service. Increasing occupant satisfaction and reducing complaints determine service quality levels (Kuo et al., 2011). Because of its intangible, heterogeneous, perishable, and inseparable fundamental qualities, service quality is more challenging to describe and quantify than product quality, due to its intangible, varied, perishable, and inseparable core properties (Ojekalu et al., 2018). In addition to this, the desire for better services from the residents also influences satisfaction (Mohd Nor et al., 2020).

The SERVQUAL model has been frequently used by researchers, particularly in management (Shafiq et al., 2019; Wang et al., 2015). Felix (2017) asserts that a total of five dimensions make up a 22-item service quality

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scale used to assess an organization's level of customer service. The SERVQUAL scale uses 22 expectation and 22 perception items to gauge service quality (Mmutle & Shonhe, 2017). Following Ramya et al. (2019), five dimensions can be used to assess service quality: Tangibles, Reliability, Responsiveness, Assurance, and Empathy.

1) Tangibles

This dimension is described as the physical facilities, personnel, communication tools, and equipment that align with building services in terms of appearance (Felix, 2017; Gulhane et al., 2019; Yusoff & Liew, 2014). Comparing the outward features of these systems, such as personnel, physical structures, communication material and equipment, helps customers understand the level of service (Albattat et al., 2018; Shafiq et al., 2019; Wong et al., 2020). According to Felix (2017), Gulhane et al. (2019) and Yusoffand Liew (2014), there are four items used to measure service quality for tangibles, which are: employees who have neat, professional appearance; modern-looking equipment; visually appealing materials associated with the service and visually appealing facilities.

2) Reliability

Reliability is the primary indicator of the perception of service quality, according to Aktar (2021). The ability of accompany and client to deliver the promised service precisely and dependably within the predetermined set of parameters is referred to as the reliability dimension (Albattat et al., 2018). Performance adaptability and dependability include keeping accurate records and billings, as well as providing service when needed (Wong et al., 2020). These elements are essential for property management to increase user happiness and reduce resident complaints. There are five items used to measure service quality in terms of reliability, which are: performing services properly the first time, providing services at the promised time, maintaining an error-free record, providing service as promised and dependability in handling occupants' service problems (Felix, 2017; Gulhane et al., 2019; Yusoff & Liew, 2014).

3) Responsiveness

Gregory (2019) stated that responsiveness was defined as employees' ability and promptness to meet the occupant's wants and needs. The importance of giving residents advance notice on upcoming work, giving them undivided attention, providing market services, and responding to their needs was emphasized (Pakurár et al., 2019). According to Wong et al. (2020), being responsive means having empathy and the capacity to provide assistance based on customers' needs, problems and wishes. This dimension concentrates on the response time by property management employees to solve the occupant's issues. Four items are used to measure service quality for responsiveness: keeping occupants informed when a service will be performed, prompt service provided to occupants; a willingness to help occupants; and readiness to respond to occupants' requests (Gulhane et al., 2019).

4) Assurance

This dimension refers to the employee's ability to make people feel welcome, discretion, courtesy, trust, confidence, and the ability to handle the occupant's problem (Albattat et al., 2018; Gregory, 2019; Gulhane et al., 2019; Yusoff & Liew, 2014). Felix (2017) claims that knowledgeable and courteous staff's ability to instill confidence in the occupants is also essential. For instance, managing a high-rise building requires and prioritizes ensuring the building's security and the occupants' safety (Azian et al., 2020). Additionally, Sanderson et al. (2020) noted that, by demonstrating professionalism and property management expertise, fair and ethical execution, excitement and responsiveness to the occupants' needs, managers and residents can build a trusting relationship. Felix (2017) listed four criteria for measuring service quality for assurance, including: making occupants feel safe in their transactions, employees having the knowledge to answer the occupants' questions, consistently courteous employees, and such behavior of employees that instills confidence in the residents.

5) Empathy

Lastly, empathy is the level of attention and individualized service offered (Mmutle & Shonhe, 2017). Empathy is an employee's capacity to recognize consumers' requirements and preferences and offer priority or individualized service that makes the clients feel special and unique (Albattat et al., 2018; Shafiq et al., 2019). Customer understanding, customer communication, and physical and social accessibility are the three elements of empathy, according to Felix (2017). According to Jing & Lim's research (2020), property management staff should give each occupant prompt, courteous service and individual attention rather than attempting to improve the physical environment to increase occupant satisfaction. The property management company needs to thoroughly understand the occupants' expectations to give outstanding service (Dahlan & Zainuddin, 2018; Rahman et al., 2015). According to Yusoff and Liew (2014), there

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are five items used to measure service quality for empathy; these include having convenient operating hours for all their occupants, employees who deal with occupants in a caring manner and employees who understand the needs of their occupants. The other two items are giving occupants' individual attention and having the occupants' best interests at heart.

2.2. Occupant Satisfaction

Ownership of a plot of land or a parcel belongs to the occupant. A person's degree of satisfaction is influenced by the community's effectiveness, the facilities' accessibility, their sense of belonging, readiness to move, and involvement in social organizations (Bahadure & Kotharkar, 2015). Customer satisfaction includes a broader range of perspectives than service quality, which focuses on the service and its dimensions. This condition might be viewed as a methodical connection between service quality and client satisfaction (Al Karim, 2019).

The four items listed below were applied in this study to evaluate how satisfied the residents were. First, "I am satisfied with the management's services." Numerous studies have demonstrated that service quality affects customer satisfaction (Alnaser et al., 2017; Alnaser et al., 2018; Solimun & Fernandes, 2018). This item represents the relationship between occupant satisfaction and service quality and vice versa. Furthermore, the second item is "the services met my expectations." Customer satisfaction is a broad concept that considers how clients view and anticipate services throughout time (Akroush et al., 2019). Occupant satisfaction is a metric that measures how well demands and responses fulfill occupant expectations (Wong et al., 2020). Customer satisfaction is defined as a consumer's evaluation of the quality of the current services they receive in relation to their prior expectations (Alnaser et al., 2017). A customer-satisfying service process is one that both meets and surpasses thecustomer's expectations (Alnaser et al., 2018). Customers will be dissatisfied if service quality does not exceed expectations (Shafiq et al., 2019).

"I am satisfied with the personnel's response and timely service" represents the third item on the list. Residents' needs must be attended to by staff as quickly as possible (Shafiq et al., 2019). Customer satisfaction will increase as a result of fast service (Jing & Lim, 2020). Furthermore, the overall service quality given by the management is outstanding, which makes for the fourth item. Overall, service quality has a substantial association with customer satisfaction, and this relationship is supported in the banking and healthcare industries (Akdere et al., 2020; Moghavvemi et al., 2018).

Additionally, Musa et al. (2020)'s study on resident satisfaction focused on the medium cost of high-rise residential buildings in the Klang Valley. It used a variety of criteria to evaluate satisfaction, including amenities and facilities, cleaning services, building maintenance, use of common areas, safety and security services, commitment of management staff and the overall level of satisfaction with the management. Therefore, it is critical to determine how service quality and occupant satisfaction are related in mixed-use buildings.

There are five hypotheses for this research which are:
H1: There is a significant relationship between the tangibles dimension and occupants' satisfaction in mixed-use buildings.
H2: There is a significant relationship between the reliability dimension and occupants' satisfaction in mixed-use buildings.
H3: There is a significant relationship between the responsiveness dimension and occupants' satisfaction in mixed-use buildings.
H4: There is a significant relationship between the assurance dimension and occupants' satisfaction in mixed-use buildings.
H5: There is a significant relationship between the empathy dimension and occupants' satisfaction in mixed-use buildings.

3. Methodology

Before distributing the questionnaires, the researcher will ensure that the respondents meet the requirements for the sampling unit, which include that the respondents must live in mixed-use buildings and have experience with the property management service. Convenience sampling is used, as this method is low-cost and easier to survey due to making use of readily accessible respondents (Bhattacherjee, 2012). For sampling size, this research collected a total of 500 samples as recommended by (Memon et al., 2020). The fifty samples are used as a pilot test to determine whether the questionnaire is feasible for the research and can be answered by the respondents.

For the questionnaire survey layout, the questionnaire consists of three (3) sections: Section A consists of the demographic profile. Section B regarding occupant satisfaction (4 items) and Section C for service quality (22 items). A five-point scale is used to measure an occupant's satisfaction and service quality dimensions with the following levels: 4 = Strongly Dissatisfied (SD), 2 = Dissatisfied (D), 3 = Neutral (N), 4

= Satisfied (S), 5 = Strongly Satisfied (SS).

The demographic profiles were analyzed by descriptive statistics (Zainon et al., 2017), and Partial Least Squares Structural Equation Modeling (PLS-SEM) was utilized in analyzing the service quality and occupant satisfaction relationship. This method is used because it can test theoretical relationships between variables (Hair et al., 2014).

3.1. Profile of Respondents

Of the 500 respondents, 51.4% were male, while 48.6% were female. For marital status, 47.8% were single, and 52.2% were married, as most students were more than 21 years old. Regarding ethnicity, 59.0% were Chinese, 21.4% were Malays, 16.8% were Indians, and 2.8% were in the "other" category. Most of the respondents have a bachelor's degree (33.8%), followed by primary or secondary education (27.6%), diploma (24.2%), master's (8.4%), PhD (3.6%), and others (2.4%). Besides, the majority of the respondents have more than an RM3,000 income level. Table 1 shows the respondents' profiles.

Table 1

Respondents'Profile

Demographic	Categories	Percentage(%)
Gender	Male	51.4
	Female	48.6
Maritalstatus	Single	47.8
	Married	52.2
Age	20 years old and below	3.8
	21-30yearsold	30.4
	31-40yearsold	28.8
	41-50yearsold	23.6
	51 years old and above	13.4
Ethnicity	Malays	21.4
	Chinese	59.0
	Indians	16.8
	Others	2.8
Education qualificatio	Primary education/Secondary education	27.6
	Diploma/ AdvancedDiploma	24.2
	Bachelors	33.8
	Masters	8.4
	PhD	3.6
	Others	2.4
Incomelevel	BelowRM2,000	12.4
	RM2,000-RM2,999	13.4
	RM3,000-RM3,999	23.6
	RM4,000-RM4,999	24.0
	Above RM5,000	26.6

Source: own study.

To achieve the research objective, the Smart-PLS software was used to perform a PLS-SEM analysis (Hair et al., 2014).

3.2. Measurement model Assessment

The results of the reflective measurement model assessment are presented in Table 2. Each indicator has a different construct dependability, ranging from 0.907 to 0.921. These results suggest that the model's representational elements demonstrate strong internal consistency and dependability (Joe F. Hair et al., 2014). Additionally, the average variance extracted (AVE) for each variable is more significant than 0.5, indicating that each variable is suitable and fits the model (Ramayah, Cheah, Chuah, Ting, & Memon, 2018). The AVE's range is between 0.678 and 0.746. According to the research, the outer loading of every indicator in the measurement model was greater than 0.708, ranging from 0.726 to 0.892, indicating that every indication is statistically significant (Ramayah et al., 2018).

Because the value loading is higher than other variables compared to the loadings themselves, the Fornell-Larcker criterion is sufficient to explain the discriminant validity (Table 3) (Ab Hamid, Sami & Mohmad Sidek, 2017). Therefore, it is considered that the model satisfies all requirements for a measurement model assessment.

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Table 2

Construct Reliability and Validity

Indicators	Cronbach's Alpha(CA)	Composite Reliability (CR)	Average Variance Extracted (AVE)
Assurance	0.868	0.910	0.716
Empathy	0.880	0.913	0.678
Reliability	0.883	0.915	0.682
Responsiveness	0.862	0.907	0.708
Tangibles	0.886	0.921	0.746
Occupants' Satisfaction	0.883	0.919	0.740

Source: own study.

Table 3

Fornell-Lacker Criterion

Indicators	Assurance	Empathy	Occupants' Satisfaction	Reliability	Responsiveness	Tangibles
Assurance	**0.846**					
Empathy	0.81	**0.823**				
Occupants' Satisfaction	0.720	0.695	**0.860**			
Reliability	0.796	0.730	0.710	**0.826**		
Responsiveness	0.824	0.743	0.678	0.806	**0.842**	
Tangibles	0.628	0.581	0.653	0.662	0.651	**0.864**

Source: own study.

3.3. Structural model assessment

For structural model assessment, there are five (5) assessments that need to be completed. The Variance Inflation Factor (VIF) values range from 1.942 to 4.655 (Table 4). This indicates a moderate connection between independent variables and meets the threshold of VIF, which is less than 5 (Hair et al., 2019).

Next, the path coefficient shows the strength of the relationship between the independent and dependent variables (Table 5). From the result, four relationships meet the threshold for a p-value of less than 0.05, and one relationship (Responsiveness -> Occupants' Satisfaction) does not meet the p-value requirement (Hair et al., 2019).

Table 4

Variance Inflation Factor (VIF)

Construct	Variance Inflation Factor (VIF)
Tangibles	1.942
Reliability	4.655
Responsiveness	3.164
Assurance	3.672
Empathy	4.049

Source: own study.

Table 5

Path coefficient and p-value for significance and relevance of the structural model relationship

Relationship	Path coefficient	P-values
Tangibles->Occupants' Satisfaction	0.248	0.000
Reliability->Occupants' Satisfaction	0.206	0.001
Responsiveness->Occupants' Satisfaction	0.014	0.845
Assurance->Occupants' Satisfaction	0.210	0.001
Empathy->Occupants' Satisfaction	0.220	0.000

Source: own study.

Occupant satisfaction (OS), as measured by R^2, displays an R^2 score of 0.622. The tangibles (T), reliability (RY), responsiveness (RS), assurance (A), and empathy (E) variables can all assist in explaining the value, which is interpreted as 62.2% of the occupants' satisfaction (Cohen, 1988; Hair et al., 2019). Blindfolding with the Smart-PLS software is required to measure the Q^2. According to the Q^2 score, which is significantly higher than 0 and higher than 0.35 at 0.453, occupant satisfaction has strong predictive significance.

Deleting the exogenous variable will have a minimal impact on the R-square value for the endogenous

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variable in terms of effect size results for tangibles, reliability, assurance, and empathy indicators, while the effect size value for responsiveness is zero and less than 0.02 (Cohen, 1988).

4. Discussion

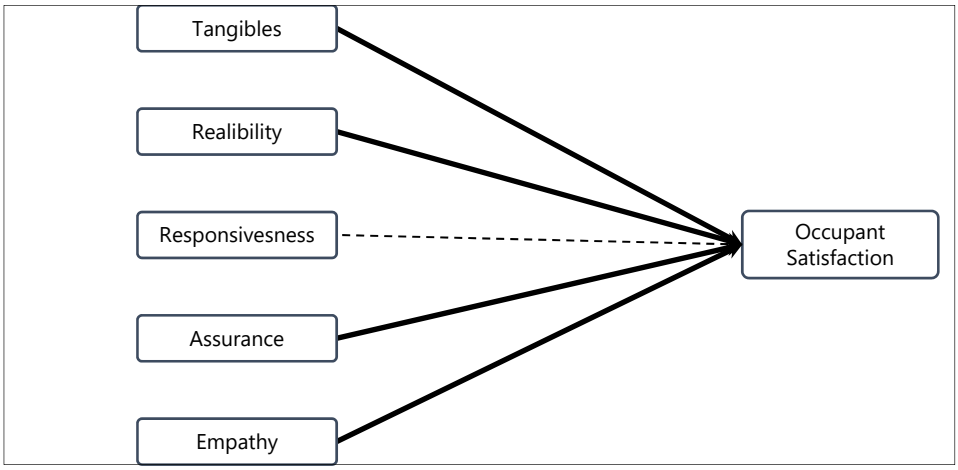
Table 6 and Figure 1 display the research findings into five proposed hypotheses for this study. The statistical significance of the hypothesis between the variables was verified using the PLS-SEM bootstrapping analysis. In order for a relationship to be significant, the p-value must be less than 0.05 and the T-value must be more than 1.96 (Purwanto, et al., 2021; Sarstedt et al., 2019).

Table 6

Relationship results

Hypotheses	Relationship	Path coefficient	T-value	P-values	Decision
H1	Tangibles->Occupants' Satisfaction	0.248	5.924	0.000	Supported
H2	Reliability->Occupants' Satisfaction	0.206	3.417	0.001	Supported
H3	Responsiveness->Occupants' Satisfaction	0.014	0.195	0.845	Not supported
H4	Assurance->Occupants' Satisfaction	0.210	3.470	0.001	Supported
H5	Empathy->Occupants' Satisfaction	0.220	3.623	0.000	Supported

Source: own study.



(Note: ⟶ : Supported Hypothesis; - - - - - - :Unsupported Hypothesis)

Fig. 1.Service Quality and Occupants Satisfaction Relationship. *Source*: own study.

The data analysis shows a strong and significant relationship between Tangible and occupant satisfaction in mixed-use buildings. The p-value, less than 0.05, is 0.000, and the t-value, larger than 1.96, is 5.924. This result suggests that the initial hypothesis (H1) is correct. The results of this study are confirmed by other studies, which demonstrate that tangibles significantly influence occupant satisfaction (Ali et al., 2021; Le et al., 2020; Ojekalu et al., 2018). This finding suggests that occupant satisfaction is significantly influenced by good facilities, services, communication, and employees.

Next, there is a significant relationship between reliability and occupant satisfaction (H2), as shown by the t-value of 3.417, which is more significant than 1.96, and the p-value of 0.001, which is less than 0.05. As a result, it can be seen that the second hypothesis (H2) is also accurate. The results of this study demonstrate that offering excellent and promising services with a flawless track record significantly impacts residents' satisfaction. The findings concur with other research that discovered a significant correlation between reliability and occupant satisfaction (Ali et al., 2021; Le et al., 2020; Ojekalu et al., 2018).

With a t-value of 0.195 and a p-value of 0.845 for H3, responsiveness has no link to occupant satisfaction in the mixed-use building. This result shows that the third hypothesis (H3) is not supported. The conclusion of this research is likewise consistent with several earlier studies that discovered no relationship between dependability and occupant satisfaction (Gopi & Samat, 2020; Kadek et al., 2018). Although this dimension is not significant in this study, many other researchers have shown that this dimension is relevant; thus, this does not suggest that this variable is not essential (Ali et al., 2021; Fida et al., 2020; Ojekalu et al., 2018).

For Assurance, there is a clear relationship between occupant satisfaction and the mixed-use building, with a t-value of 3.470 and a p-value of 0.001. The results demonstrate that the fourth hypothesis (H4) is confirmed. The results of this study agree with those of

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other earlier studies that discovered a significant correlation between assurance and occupant satisfaction (Le et al., 2020; Ojekalu et al., 2018).

Empathy also shows a favorable relationship with occupant satisfaction in the mixed-use building as the final determinant. The p-value of 0.001 is less than 0.05, and the t-value of 3.470 is greater than 1.96. It is evident from this that the fifth hypothesis (H5) is correct. The results of this study correspond with those of other earlier studies that discovered a substantial correlation between assurance and occupant satisfaction (Fida et al., 2020; Ojekalu et al., 2018).

According to the results, the Tangibles (H1), Reliability (H2), Assurance (H4), and Empathy (H5) are the determinants of occupant satisfaction with positive outcomes. In contrast, only Responsiveness (H3) has no effect on occupant satisfaction in the mixed-use building. Hair Jr et al. (2021) states that a relationship is stronger and more empirically significant if the beta value is close to +1. In mixed-use buildings, the Tangibles dimension has the greatest impact, followed by Reliability, Assurance, Empathy, and Responsiveness, all of which are based on the highest beta value (0.248). (Table 7).

Table 7

Ranking for service quality indicator

Indicators	Pathcoefficient	Ranking
Tangibles	0.248	1
Reliability	0.206	2
Assurance	0.210	3
Empathy	0.220	4
Responsiveness	0.014	5

Source: ownstudy.

5. Conclusion

This study examined the property management service quality in the mixed-use building and the occupants' satisfaction with it. In measuring the occupants' satisfaction in the mixed-use building, the Tangibles dimension had the biggest effect among all the independent variables addressed, followed by other dimensions. To strengthen the tangibles component and enhance user satisfaction, the property management company needs to put more effort into building facilities and the commitment of property management in managing the building. This study established the current insight into service quality, especially for mixed-use buildings in Klang Valley. Therefore, the result will aid the property management company in having a strategic plan emphasizing occupants' satisfaction if they want to remain competitive. Besides, the property management industry will benefit significantly from these discoveries because this research enables them to raise their credibility while improving occupant pleasure.

Despite the study's strengths, there are some limitations. Although the explained variance (R^2) of 0.622 found in this study is satisfactory, future researchers should consider additional factors, both those included in this study and those that have not yet been investigated, to gain a broader understanding of the relationships. In addition, because this research was carried out in the Klang Valley, it is only possible to apply the results to areas comparable to the study area. Future research can be done in other regions of Malaysia or other countries, and the findings will be compared to those of this study.

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Conflict of interest

The authors declare no competing interests.

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