IMPACT OF ELECTRONIC WORD OF MOUTH (eWOM) ON INTERNATIONAL TOURISM RELATED DECISION-MAKING: A STUDY WITH SPECIAL REFERENCE TO COIMBATORE CITY

THESIS

Submitted to Bharathiar University

For the award of the degree of

DOCTOR OF PHILOSOPHY IN MANAGEMENT

By

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Under the Guidance of

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This is to certify that the Ph.D. candidate Ms. NA. PONNILA HARSHAVARDHINI, working under my supervision has published the following research articles in referred journals.

- Article tittled "Drivers of eWOM in Tourism: A Literature Review", Published in UGC Care Group 1 Journal named "ANVESAK" with Vol. 51, No.1 (XXIII), ISSN: 0378 4568, Page No. 74-80 and the year of publication is DECEMBER 2021.
- Article tittled "Impact of e-WOM Message Characteristics on its Perceived Usefulness in International Tourism", published in the Scopus refereed journal named "International Journal of Health Sciences", with Vol. 6 (S2), ISSN: 2550-6978, Page No. 7876-7889 and the year of publication is MAY 2022.
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