INTERNATIONAL JOURNAL OF SCIENCE ARTS AND COMMERCE

CONSUMER SATISFACTION EVALUATION SYSTEM FOR SHENZHEN PROPERTY MANAGEMENT ENTERPRISES BASED ON ENTERPRISE BRAND, QUALITY OF SERVICE, SERVICE CAPABILITY AND STAFF QUALITY

XU MAOPING

(Asia Metropolitan University)

Abstract

Shenzhen Property Management Enterprise started in the 80's and developed in the 90's. Property services have become an activity that closely related to people's lives. In recent years, more and more problems have arisen in property enterprises. On the surface, there are more and more divergences between owners and property enterprises in property service activities, which actually shows that the owners have a deeper understanding of property services and have put forward higher requirements for property services. The core issue of the Property Management Enterprise is whether the property service can be recognized by the owner. This issue will affect the development of the Property Management Enterprise. The research purpose of paper is to establish evaluation system of consumer satisfaction for the Shenzhen property management industry. The author uses related management theories, combined with actual investigations, analyzes the existing problems in property services and proposes corresponding countermeasures. With the expansion of the scope and content of property services and the acceleration of the marketization process, the bidding and tendering of property service projects have been gradually standardized. With the intensification and expansion of the merger and integration of property enterprises, the competition of property management industry will become increasingly fierce. In the fierce market competition, each Property Management Enterprise will pay more attention to improving consumer satisfaction, which directly affects the quality of service and Enterprise brand of the Property Management Enterprise, and then affects the survival of the Property Management Enterprise. The paper summarizes the main content, nature, characteristic consumer satisfaction, and main functions of property services, as well as the formation and development of property services at home and abroad, starting from the basic theory of property

services and the comparison of domestic and foreign research results. It also analyzes the major gaps in domestic and foreign property services and their comparative analysis. Customer satisfaction survey methods were introduced and a customer satisfaction questionnaire was designed. And carried out empirical, established a customer satisfaction index system. In essence, the key to market competition is the level of consumer satisfaction, and the customer is the market main body. Only property enterprises that focus on customer needs can achieve long-term and stable development. Based on the perspective of consumer satisfaction, study on the property service evaluation system, and build an evaluation system of scientific and rational property service consumer satisfaction indicators. Use the evaluation system to evaluate the effectiveness of the service, and find out the problems and deficiencies in its development process, and provide scientific suggestions for improving consumer satisfaction. At the same time, this has important theoretical value and practical guidance value for industry research.

Keywords: Property management industry Consumer satisfaction Service Capability Quality of Service Enterprise brand Staff's quality

INTRODUCTION

1.1 Research Background

Since China's reform and opening up, Shenzhen has taken the lead in introducing real estate development and property service models (Wang, 2014; China Property Management Association, 2018; Shenzhen Zhongshan Industry Institute Co., Ltd., 2019). China's first commercial housing residential district, the first owner's committee and the first property service company were born, and China's first local property management regulation, the Shenzhen Special Economic Zone Residential District Property Management Regulations, was introduced. The regulations were revised on September 25, 2007, and the "Regulations on Property Management in Shenzhen Special Economic Zone" were re-issued. At present, Shenzhen has 1933 property service enterprises, and the residential property services coverage rate reaches 97.6%.

The service object of the Property Management Enterprise involves thousands of households. The quality of service is related to the stability, happiness and quality of life of the owner. If the quality of service of the Property Management Enterprise is low, and the owner is dissatisfied, it is obvious that contradictions will occur and a vicious circle will form. The owner feels that the service is not in place, and the cost of the property fee is not worth it. In the past, the evaluation of property quality of service was generally expressed unilaterally by the Property Management Enterprise, and a few property enterprises introduced CRM to statistically analyze the satisfaction of the owners, which were also completed by the Property Management Enterprise itself, lacking a fair third party operation. The current evaluation of excellent property

service projects, the evaluation of safe and civilized communities in some places, and other evaluation and evaluation activities are also led by the competent department of the property management industry--lack of object of real estate service-evaluation and expression of the real intention of the owner.

Only by understanding the customer's thoughts, customer's feelings, and customer's expectations can they occupy the consumer market. At the same time, this work can also help enterprises understand their own advantages and disadvantages so that they have a guide to improve and progress the company, which will help enterprises continue to develop (Dai, 2008; Alafi & Hasoneh, 2012; Hao, 2015; Petrenko, Aime, Ridge & Hill, 2016; Xia, 2016; Chen, 2017; Guo, 2017; Jiang, 2018; Luo, 2018).

1.2 Problem Statement

There is a contradictory phenomenon in the Shenzhen property management industry. The industry is developing very well, but the customer evaluation is not high, that is, consumer satisfaction is not high. The good development of the industry is mainly due to the following aspects: first, the reform of the housing system and the process of urbanization, which created a huge development carrier for the development of property enterprises; As long as new residential quarters and new building projects are completed, there must be a Property Management Enterprise. With the increase in the size of housing stock, the size of property enterprises has also increased accordingly. However, while the industry has gained tremendous development opportunities, it has faced difficult challenges, which are mainly reflected in the following aspects:

1. Quality of service of property management enterprises

At present, the property management industry has not established a service standard code, the overall service level of the Property Management Enterprise is not high, the staff's service awareness is not strong, and there is still a certain gap with customer expectations. The definition of property management abroad is to provide services to the owners of the property. Many of our property enterprises and practitioners position themselves as "managers" rather than "servers." The service concept is misplaced.

2. staff quality of property management enterprises

The quality of employees in property enterprises directly affects the development and growth of the property management industry. For the property management industry in a period of rapid development, low staff quality has become a common problem and must be highly valued by the industry and enterprises. Strengthening the professional training and vocational education of employees, and improving the professional quality of employees has become an urgent problem for the industry.

3. Brand management of property management enterprises

Brand is an inevitable product of the development of market economy and market

competition and is one of the important signs of market development. The market has been continuously improving and leaping from price competition to quality competition to function competition. Brand competition is a higher level of competition, and the emergence of a brand has a positive impact on promoting the development of the market. The property services market is a special commodity market. The focus of market competition has gradually shifted from more individual competition elements such as management, service, and price to the competition of the comprehensive strength of enterprises, which is reflected in the competition of brands.

4. Innovation ability of property management enterprises

The so-called innovation is simply the combination of creation and innovation, which refers to the generation of new ideas and new ideas and the use of new ideas and new ideas. Specifically, it refers to the process of continuously reforming, renewing, and improving the various tasks that people engage in with the help of diverse creative thinking based on optimizing their own quality and the surrounding environment. Many people think that as a service industry, property service work is a lack of creativity.

1.3 Research Questions

At present, competition in the property market can be said to be very fierce, so a company must have a unique service approach if it wants to stand out. Therefore, it is necessary to formulate a personalized property management solution to enhance the core competitiveness of the enterprise. The owner satisfaction surveys are precisely the important basis for property enterprises to formulate management plans, and their importance is reflected in various industries and fields. Owner satisfaction survey is one of the channels for communication between property enterprises and owners. It can reflect the opinions and suggestions of owners from various aspects, thereby promoting the improvement of the quality of service of property enterprises, increasing corporate profits, and shaping a good enterprise brand image. And the mediating role of staff quality between service capability and consumer satisfaction. The research questions of this paper are as follows:

1. What indicators should be considered in constructing a consumer satisfaction evaluation system for property management enterprises?

2. What is the relationship between the quality of service and consumer satisfaction? Can it become an important indicator for the construction of a consumer satisfaction

1.4 Research objectives

With the increasing multi-level and high-quality living needs of residents and the upgrading of consumption, the value of the property management industry has become increasingly prominent, and the government and all sectors of society have paid more and more attention to property management.

The author hopes that through the research of this paper, the following research goals will be accomplished:

1. On the premise of theoretical literature research and actual status analysis, combined with the service nature of the property management industry, a more comprehensive consumer satisfaction evaluation system for property management enterprises is established, and the main indicators of the evaluation system are clear.

2. Analyze the connotation and characteristic consumer satisfaction of the quality of service and its important role in property management enterprises, clarify the relationship between the quality of service and consumer satisfaction, and clarify that the quality of service can become an indicator in the consumer satisfaction evaluation system of the property management industry. Use scientific research to prove the role of the quality of service in improving consumer satisfaction.

LITERATURE REVIEW

Dependent Variable: Consumer Satisfaction

Consumer satisfaction is also called consumer satisfaction index. It is an abbreviation for the consumer satisfaction survey system of the service industry. It is a relative concept and is the degree of matching between customer expectations and customer experience (Hunt, 1977; Dong & Wang, 2004; Guo & Yang, 2012; Galbreath & Shum, 2012; Fernet, Claude, Austin, Stéphanie, Trépanier, Sarah-Geneviève, & Dussault, 2013; Fornell, 2013; Zhang, 2015; Hur Moon & Jung, 2015; Yuan, 2018). In other words, it's an index that customers get by comparing their perceived effects on a product with their expectations.

Previous Research

Since 2007, Shenzhen property management industry association and professional research institutes have carried out exploration and research work on consumer satisfaction on-property services. Statisticonsumer satisfaction from the Shenzhen property management industry association shows that among the property management industry in Shenzhen in 2018, the owner's evaluation of the employee service of the Property Management Enterprise is better. Among them, the satisfaction index of employee service ranked first, at 84.0. Equipment and facilities management and community culture have lower satisfaction indexes in basic property management, and the scores were 80.0 and 80.1. The consumer satisfaction matrix intuitively reflects the consumer satisfaction of each service module of the Shenzhen property management industry in 2018, shown in Figure 2-1.
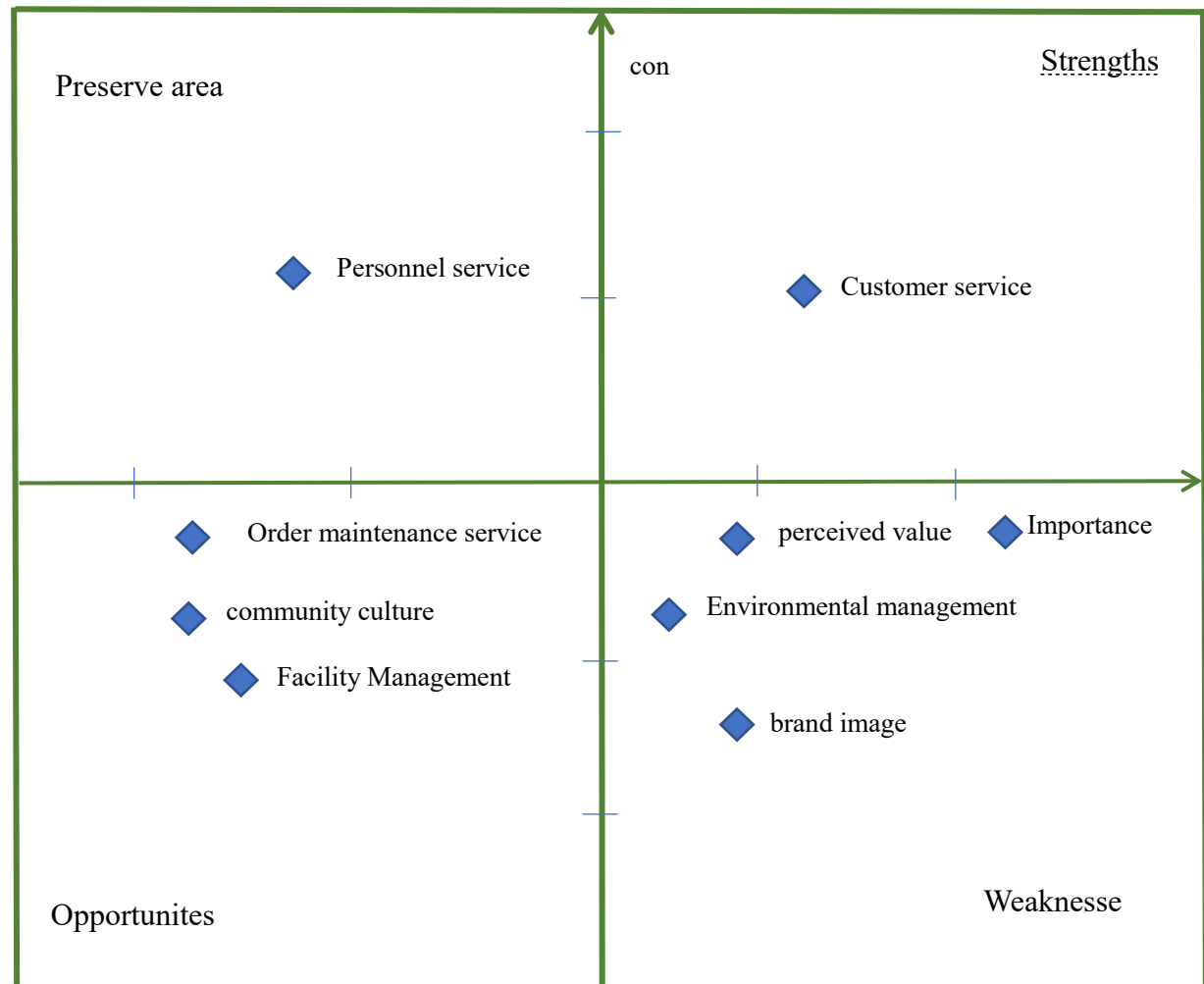
Preserve area

con   Strengths

◆ Personnel service   ◆ Customer service

◆ Order maintenance service   ◆ perceived value   ◆ Importance

◆ community culture   ◆ Environmental management

◆ Facility Management

◆ brand image

Opportunites   Weaknesse

图 1Figure2-1 consumer satisfaction matrix

According to the above figure, environmental management and value perception are the key driving factors affecting the consumer satisfaction index of property enterprises and have a greater impact on improving the consumer satisfaction index. In addition, we can see from the consumer satisfaction matrix diagram that environmental management, value perception and brand image are located in disadvantaged areas, which can focus on improving service standards.

Song (2016) believes that the existing property management evaluation system has certain defects. Understand the consumer satisfaction concept, establish a systematic consumer satisfaction index and indicator system. Using various survey methods, designing appropriate survey forms, and establishing an information repository, sufficient information can be obtained to strengthen communication with the owner. Taking customers as the centre and strengthening consumer satisfaction management is an effective way for enterprises to improve the quality of management services and consumer satisfaction.

Li (2015) established A residential area as the research object, which is a typical residential property area. He mainly studied the research results of property service consumer satisfaction at home and abroad from the perspective of Property Management Enterprise.

Independent variable II: service capability

Property Management Enterprise service capability refers to the ability to provide owners with convenient and thoughtful, safe and clean, comfortable and civilized property services (Wang, 2014).

Independent variable III: quality of service

Quality of service refers service is to satisfy the realistic & potential demands of customers, also refers to the level that service work can meet customer needs. It is the minimum level of service provided by an enterprise to satisfy target customers (Cui, 2013; Koyuncu, Burke, Astakhova, Eren & Cetin, 2014; Chao, 2015; Liao & Hu, 2017; Jiang, 2018; Zhang, 2018; Li, Yang, Zou, Wang, Tu, Cheng & Wan, 2018; Zhang & Zhou, 2019; Zhang, 2019). It also evaluates whether the enterprise can keep the consistency of the predetermined service level.

Jiang (2009) explored the relationship between quality of service, consumer satisfaction, and loyalty in the property management industry in Hangzhou, and found that in the context of China's property management industry: (1) quality of service for consumer satisfaction, There are significant effects; (2) quality of service has a significant impact on customer loyalty; (3) consumer satisfaction has a significant impact on customer loyalty; (4) consumer satisfaction has a mediating effect on customer loyalty.

Hypothesis

The author has separately analyzed the relationship between the enterprise brand and consumer satisfaction, the relationship between corporate service capabilities and consumer satisfaction, the relationship between quality of service and consumer satisfaction, the relationship between staff quality and consumer satisfaction, and staff quality in quality of service and consumer satisfaction. Intermediate effects are hypothesized. The relevant assumptions are as follows:

H1. The construction of a consumer satisfaction evaluation system for property management enterprises includes four dimensions: enterprise brand, service capability, quality of service, and staff quality.

H2. The enterprise brand has a positive regulatory effect on consumer satisfaction. The importance of brand value has been commonly recognized by everyone, and a company's brand value can also be directly measured by the size of its customer base and consumer satisfaction. The size of a brand's customer base determines the current market demand for that brand's products. If consumer satisfaction is very high at this

stage, many consumers buy the product, it means that the brand is very valuable, and the value of the brand is high, and vice versa.

H3. Service capability has a positive regulatory effect on consumer satisfaction. Service capability refers to the capabilities of a property management company based on the internal conditions of the property service and the needs of the external environment, including the service modes, service items, service operation processes, service measures, service innovation, and service specialty that the property management company can provide. Personnel, etc., and the various elements are combined in a more reasonable way, thereby creating new products and achieving higher labour efficiency. The improvement of service capabilities of property management enterprises has a positive impact on consumer satisfaction.

H4 and quality of service have a positive regulatory effect on consumer satisfaction. The quality of service is the gap between the customer's expectations of service and the customer's perception of the service after contact, that is, quality of service= expected service-cognitive service. So the quality of service is a correlation variable that affects consumer satisfaction or customer loyalty and post-purchase behaviour.

METHODOLOGY

Research Design

(1) Literature collection

Before conducting the research, the university's electronic resource database was used to collect and read a wealth of existing research data at home and abroad through CNKI, Spi-Scholar, Web of Science and other network resources, and selected companies with property management, evaluation systems, and customers Articles and data related to satisfaction, enterprise brand, service capabilities, service quality, and employee quality. Mainly choose the topic articles with large downloads and high citations; another way is to buy books.

(2) Literature reading

Articles collected in accordance with the above principles, we began to an intensive reading of 5 articles on each topic. Links then expand to related masterpieces. At this stage, at least ten intensive readings are required for each topic. Others perform intensive or extensive reading as needed for subsequent expansion.

(3) Literature collation:

In the process of reading the literature, record the development history, concepts, dependent variables, independent variables, intermediary variables, models, and empirical results of each topic in accordance with established rules. Inductive taxonomy classifies the results, briefly explains the shortcomings, collects data and

data related to the topic, summarizes the value and defects of existing research results, obtains data and information that are helpful to the research field, and defines the basic research concepts and theoretical basis involved in the field.

Questionnaire

In the process of constructing the evaluation index system, the article used the questionnaire method to screen the indicators. The questionnaire was used to select the indicators that had a greater impact on property service capability.

Population/Sampling/Unit of Analysis

Questionnaire design

The author designed and formulated the inventory of consumer satisfaction, enterprise brand, service capability, quality of service and staff's quality.

The design for the questionnaire of consumer satisfaction directly affects the collection of survey data, and therefore largely determines the validity and accuracy of the evaluation results.

Reliability and validity tests

Reliability Analysis

Reliability analysis is mainly to test whether the scale is stable and consistent when measuring related variables. The test of internal consistency reliability is mainly carried out through two indicators, which are the project one population correlation coefficient (CITC) and Cronbach. The study uses the Cronbach α coefficient (referred to as the Q coefficient) to evaluate the internal consistency of the multidimensional measurement table. The Cronbach α coefficient reflects the degree of correlation between different items under the same variable in the questionnaire. Internal consistency is an important content of reliability analysis. This indicator has been proved to be very effective in evaluating the internal consistency of multidimensional scales. It reflects the correlation between the items or items in the questionnaire, which should reflect different aspects of the same independent concept.

Table 3.2 Descriptive Statistic consumer satisfaction of Data

Basic Index						
Title	N	Min.	Max.	Mean	S.D.	Median
consumer satisfaction	50	4.000	10.000	9.500	1.344	10.000
Enterprise brand	50	1.000	10.000	9.460	1.644	10.000
Service capabilities	50	1.000	10.000	9.480	1.594	10.000

Basic Index						
Title	N	Min.	Max.	Mean	S.D.	Median
Service quality	50	3.000	10.000	9.540	1.313	10.000
Staff's quality	50	1.000	10.000	9.400	1.678	10.000
Innovation ability	50	4.000	10.000	9.480	1.266	10.000

Table3.3Analysis results of consistency reliability

Cronbach Reliability Analysis			
Title	Corrected Item-Total Correlation(CITC)	Cronbach's Alpha if Item Deleted	Cronbach's Alpha
consumer satisfaction	0.953	0.986	
Enterprise brand	0.977	0.984	
Service capabilities	0.973	0.984	0.988
Service quality	0.983	0.984	
Staff's quality	0.989	0.983	
Innovation ability	0.919	0.990	
Cronbach's Alpha Based on Standardized Items：0.990□			

Reliability analysis is used to study the reliability and accuracy of answers to quantitative data (especially Attitude scales);

First, analyze Cronbach's Alpha: if it is higher than 0.8, it indicates that the reliability is high; if it is between 0.7 and 0.8, it indicates that the reliability is good; if it is between 0.6 and 0.7, it indicates that the reliability is acceptable; if it is less than 0.6, it indicates that the reliability is poor acceptable reliability

Second, if the CITC is below 0.3, consider deleting the item;

Third, if "Cronbach's Alpha if Item Deleted" is significantly higher than Cronbach's Alpha, then you can consider deleting the item and re-analyzing it;

Fourth, summarize the analysis. From the table above, the reliability coefficient is 0.988, which is greater than 0.9, indicating that the reliability of the research data is high. For "Cronbach's Alpha if Item Deleted", the reliability coefficient after the

analysis item was deleted did not improve significantly, indicating that all items should be retained, further indicating that the reliability of the research data is high. For "CITC", the consumer satisfaction corresponding to the analysis items are all higher than 0.9, indicating that there is a good correlation between the analysis items, and also that the reliability level is good. In summary, the reliability coefficient of the research data is higher than 0.9, and the reliability coefficient will not be significantly improved after deleting the items, which comprehensively shows that the reliability of the data is high and can be used for further analysis.

Profile of Response

The author is the general manager of a property management company in Shenzhen. He has worked in this industry for nearly twenty years, so he has the ability to investigate precise research objects. The author invited 20 employees of his company to form a survey group, and distributed 350 questionnaires to the owners in the serviced area. Statistic consumer satisfaction was collected after the collection, and the validity of the questionnaires was reviewed. Among them, 312 questionnaires were valid, and 38 questionnaires did not meet the requirements and were considered invalid questionnaires. The demographic consumer satisfaction of the owners who participated in the questionnaire were analyzed as follows: college degree below: 10%; junior college to undergraduate: 65%; undergraduate or above: 25%: age composition: 22-35 years old: 40%; 36-55 years old: 45%; 55 Above the age: 15%.

The people participating in the questionnaire distribution group are all employees of the property management enterprise where the author is the general manager. They have been engaged in property service for many years, have been trained in systematic property management expertise, and hold professional qualification certificates in the property management industry. This property management company's work plan has two surveys of consumer satisfaction each year. This work is relatively familiar to them. It can be fully understood by adding some new evaluation content and improved templates to this survey form, skilled in investigating. Therefore, the survey process is complete, and the data sources are authentic and reliable.

ANALYSIS

Research Objective 1: Enterprise Brand

After the previous stage of research, let's summarize the impact of enterprise brand on consumer satisfaction. The enterprise brand mainly evaluates the service brand value and reputation of the property management enterprise. The reference targets include economic benefits, service effects and brand effects.

The effective data obtained from the survey was imported into SPSS19.0 for analysis

as follows:

Table 4.1 Linear Regression Analysis Results-Enterprise Brand

Linear Regression Analysis Results (n=312)									
	Unstandardized Coefficients		Standardized Coefficients	t	p	VIF	R ²	Adjusted R Square	F□
	B	Std. Error	Beta						
Constant	2.841	0.429	-	6.629	0.000	-	0.441	0.44	F (1,310)=244.927
Enterprise brand	0.695	0.044	0.664	15.650	0.000	1.000			p=0.000
Dependent: consumer satisfaction									
D-W value：1.894									
* p<0.05 ** p<0.01									

Table4.2 Validity Analysis Result-enterprise brand

Title	Factor loading	Communality
	Factor1	
consumer satisfaction	0.912	0.832
Enterprise brand	0.912	0.832
Eigen value(Unrotated)	1.664	-
% of Variance(Unrotated)	83.218%	-
Cumulative % of Variance(Unrotated)	83.218%	-
Eigen value(Rotated)	1.664	-
% of Variance(Rotated)	83.218%	-
Cumulative % of Variance(Rotated)	83.218%	-
KMO	0.500	-

Title	Factor loading	Communality
	Factor1	
Bartlett's Test of Sphericity	180.211	-
Df	1	-
P value	0.000	-
Note: If the numbers in the table are coloured: blue means that the absolute value of the load factor is greater than 0.4, red indicates commonality is less than 0.4.		

Table4.3 Reliability analysis-Enterprise brand

Cronbach reliability analysis			
Title	Corrected Item-Total Correlation(CITC)	Cronbach's Alpha if Item Deleted	Cronbach's Alpha
consumer satisfaction	0.664	-	0.798
Enterprise brand	0.664	-	
Standardized Cronbach's Alpha：0.798□			

Results

In the above table, linear regression analysis was performed using the enterprise brand as the independent variable and consumer satisfaction as the dependent variable. The R-square of the model is 0.441, which means that the enterprise brand can explain the 44.1% change in consumer satisfaction. When the F-test was performed on the model, it was found that the model passed the F-test (F = 244.927, p = 0.000 <0.05), which means that the enterprise brand must have an impact on consumer satisfaction, and the model formula is: consumer satisfaction = 2.841 + 0.695 * enterprise brand.

Regression analysis is used to study the influence relationship of X (quantitative or categorical) on Y (quantitative). The research results can determine whether they have an influence relationship, and also understand the influence direction and degree of influence.

Research objective 2: service capability

The effect of service capability on consumer satisfaction. Service capability mainly evaluates the content aspects provided by property management. The reference targets

include health services, greening services, house maintenance, plumbing and heating maintenance, security services, fire management, vehicle management, intelligent management, network information management, etc. Specific indicators can be qualitative evaluation or historical statistic consumer satisfaction.

The valid data of the survey were imported into SPSS 19.0 for analysis as follows:

Table 4.4 Linear Regression Analysis Results-service capability

Linear Regression Analysis Results (n=312)									
	Unstandardized Coefficients		Standardized Coefficients	t	p	VIF	R ²	Adjusted R Square	F□
	B	Std. Error	Beta						
Constant	3.185	0.425	-	7.502	0.000**	-	0.420	0.418	F (1,310)=224.581
service capability	0.660	0.044	0.648	14.986	0.000**	1.000			p=0.000
Dependent: consumer satisfaction									
D-W value：1.913									
* p<0.05 ** p<0.01									

Table4.5 Validity Analysis Result-service capability

Title	Factor loading	Communality□
	Factor1	
consumer satisfaction	0.908	0.824
service capability	0.908	0.824
Eigen value(Unrotated)	1.648	-
% of Variance(Unrotated)	82.408%	-
Cumulative % of Variance(Unrotated)	82.408%	-
Eigen value(Rotated)	1.648	-

Title	Factor loading	Communality□
	Factor1	
% of Variance(Rotated)	82.408%	-
Cumulative % of Variance(Rotated)	82.408%	-
KMO	0.500	-
Bartlett's Test of Sphericity	168.650	-
Df	1	-
P value	0.000	-
Note: If the numbers in the table are coloured: blue means that the absolute value of the load factor is greater than 0.4, red indicates commonality is less than 0.4.		

Table4.6 Reliability analysis-service capability

Cronbach reliability analysis			
Title	Corrected Item-Total Correlation(CITC)	Cronbach's Alpha if Item Deleted	Cronbach's Alpha
consumer satisfaction	0.648	-	0.786
service capability	0.648	-	
Standardized Cronbach's Alpha：0.787□			

Results

In the table, service capability is used as the independent variable, and consumer satisfaction is used as the dependent variable for linear regression analysis. As can be seen from the above table, the R-squared value of the model is 0.420, which means that service capability can explain the 42.0% change in consumer satisfaction. When the model was tested by F test, it was found that the model passed the F test (F = 224.581, p = 0.000 <0.05), which means that service capability will definitely have an impact on consumer satisfaction, and the model formula is: consumer satisfaction = 3.185 + 0.660 * service capability.

Regression analysis is used to study the influence relation of X (quantitative or class) on Y (quantitative), whether there is any influence relation, the direction of influence and the degree of influence;

(1)Analyze the fit of the model, that is, analyze the fit of the model by R-squared value, and analyze the VIF to determine whether the model has colinearity problems (collinearity problems can be solved using ridge regression or stepwise regression);

(2)Write the model formula;

(3)Analyze the significance of X; if it is significant (p value is less than 0.05 or 0.01); then X has an influence on Y, and then analyze the direction of the influence relationship;

(4)Combine the regression coefficient B value to compare and analyze the effect of X on Y (optional);

(5)Summarize the analysis.

Before regression analysis, you can use box plots to see if there is abnormal data, or use scatter plots to visually show the correlation between X and Y; after regression analysis, you can use normal plots to observe and display the normality of the saved residual values Or use the scatter plot to observe and show the heteroscedasticity of the regression model (the residuals have no relationship with the scatter between X and there is no heteroscedasticity).

①The specific analysis of Hypothesis shows:

The regression coefficient value of service capability is 0.660(t=14.986, p=0.000<0.01), which means that enterprise brand will have a significant positive impact on consumer satisfaction.

②The summary analysis shows that service capability has a significant positive impact on consumer satisfaction.

Conclusion

This paper takes the data samples of 312 consumer satisfaction surveys in Shenzhen City as the research object. First, descriptive statistic consumer satisfaction is made on the sample data. Based on relevant variables and models, SPSS analysis is performed on them. The basic situation of the author allows the author to have a general understanding of the distribution of the data: group test of data, the impact on enterprise brand and consumer satisfaction, the impact of service capability on consumer satisfaction, the impact of service level on consumer satisfaction, and staff quality. The analysis of the results verified the hypothesis of this paper. Using multiple regression analysis to sort and analyze the obtained data, the results verified the hypothesis. The four hypotheses proposed in this paper are verified. The research conclusions show that all four hypotheses have passed the test.

After the above research, the article draws the following conclusions:

1. The necessity of researching the relationship between the enterprise brand, service capability, the quality of service and consumer satisfaction in the property management industry has played a positive role in promoting the market competitiveness and overall development of the enterprise(Yuan, 2014; Deng, 2016; Wang, 2016; Liu, He & Zhang, 2016; Cao, Luo & Wang, 2012; Luo, 2018; Yao, 2019). Based on this, on the basis of explaining related concepts and theories, this chapter reviews the research on the relationship between enterprise brand, service capability, quality of service, and consumer satisfaction at home and abroad, and analyzes the results and deficiencies of related research. Make it form an effective focus for improving consumer satisfaction --- enhance brand image, strengthen service level, and consolidate service capability, laying an important foundation for the improvement of the company's comprehensive ability level.

2. Established a theoretical research model between enterprise brand, service capability, the quality of service and consumer satisfaction, and analyzed and demonstrated from the theoretical and empirical perspectives. Consumer satisfaction is divided into three dimensions of enterprise brand, service capability, and quality of service, and quantitative analysis is performed. Based on the relationship between the enterprise brand and consumer satisfaction, the relationship between the company's service capability and consumer satisfaction, the relationship between the quality of service and consumer satisfaction, the staff management staff quality assumes the mediating role of consumer satisfaction through quality of service (Cui, 2013; Koyuncu, Burke, Astakhova, Eren & Cetin, 2014; Chao, 2015; Liao & Hu, 2017; Jiang, 2018; Zhang, 2018; Li, Yang, Zou, Wang, Tu, Cheng & Wan, 2018; Zhang & Zhou, 2019; Zhang, 2019).

3. The main assumptions of this study is: the relationship between the enterprise brand and consumer satisfaction, the relationship between enterprise service capability and consumer satisfaction, the relationship between the quality of service and consumer satisfaction, and the quality of property management staff. 4. Verify hypotheses. Use spss19.0 to verify the above four assumptions:

(1) The regression coefficient value of the enterprise brand is 0.695 (t = 15.650, p = 0.000 <0.01), which means that the enterprise brand will have a significant positive impact on consumer satisfaction. The summary analysis shows that the enterprise brand will have a significant positive impact on consumer satisfaction.

(2) The regression coefficient value of service capability is 0.660 (t = 14.986, p = 0.000 <0.01), which means that service capability will have a significant positive impact on consumer satisfaction.

(3) The regression coefficient value of the quality of service is 0.798 (t = 16.074, p = 0.000 <0.01), which means that the quality of service will has a significant positive impact on consumer satisfaction. The summary analysis shows that the quality of service will has a significant positive impact on consumer satisfaction.

(4) The quality of service will first affect staff management staff quality and then affect consumer satisfaction through property management staff quality. Data analysis shows that when the quality of service affects consumer satisfaction, property management staff quality has an intermediary role.

5. Further discussion and analysis of the reasons for the hypothesis of the verified research. The above test results show that the enterprise brand has a positive regulatory effect on consumer satisfaction, service capability has a positive regulatory effect on consumer satisfaction, and the quality of service has a positive regulatory effect on consumer satisfaction. The moderating effect and staff management quality of the property management have passed the test. The results of this study hypothesis are shown in Table 5.1:

Table5- 1: Study hypothesis verification results

No.	Hypothesis content	esult
H1	The construction of a consumer satisfaction evaluation system for property management enterprises includes four dimensions: enterprise brand, service capability, quality of service, and staff quality.	stablished
H2	The enterprise brand has a positive regulatory effect on consumer satisfaction.	Established
H3	Service capability has a positive regulatory effect on consumer satisfaction.	Established
H4	The quality of service has a positive regulatory effect on consumer satisfaction.	Established

Aiming at the above-mentioned verification of the interrelationship between the enterprise brand, service capability, quality of service, and consumer satisfaction, combined with the actual situation of Shenzhen Property Management Enterprise, suggestions were made for the optimization management of Property Management Enterprise.

REFERENCES

Alafi K, Hasoneh AB.(2012).Corporate social responsibility associated with consumer satisfaction and financial performance a case study with Housing Banks in Jordan, International Journal of Humanities and Social Science,2(15): 102-115.

Alkhaliel-Adeeb Abdullah &Hooi Lai Wan .(2013). "Relationships of Non-Monetary Incentives, Job Satisfaction and Employee Job Performance", InternationalReview of Management and Business Research, 2(4): 1085-1091.

Altrichter, & Mariana. (2018). Assessing potential for community-based management of peccaries through common pool resource theory in the rural area of the argentine chaco. AMBIO: A Journal of the Human Environment, 37(2), 108-113.

American consumer satisfaction index model. MBA Management Encyclopedia. Network (http.www.yeewe.corn) 3.

An Chao. (2015). The title of dissertation. quality of serviceevaluation of residential properties in Chongqing. Chongqing University, Chongqing.

Antia, M. , Pantzalis, C. , & Park, J. C . (2010). Ceo decision horizon and firm performance: an empirical investigation. Journal of Corporate Finance, 16(3), 288-301.

Ariani D W. (2013).The relationship between employee engagement, organizational citizenship behavior, and counterproductive work behavior[J], International Journal of Business Administration, 4(2): 46-56.

AshwinARAVINDAKSHAN   RolandT.Rust   KatherineN.Lemon ValerieA&Zeithaml.(2004).Customer equity: Making marketing strategy financially accountable..Journal of Systems Science and Systems Engineering,13(1):1-35.

Bai Yuquan. (2010) Study on the Relationship between Work Stress and Burnout. Journal of Beijing Technology and Business University (Social Science Edition) (3), 79-85.

Bair S.（2011）. Lessons of the financial crisis: The dangers of short-term ism. Remarks to the National Press Club, Washington, DC,24.

Bakker, A.B. and Tims, M. and Derks, D. (2012). Proactive Personality and Job Performance The Role of Job Crafting and Work Engagement. Human Relations, 65(10), 1359-1378.

Bal, P. Matthijs, & De Lange, Annet H.(2015) . From flexibility human resource management to employee engagement and perceived job performance across the lifespan: a multisample study. Journal of Occupational & Organizational Psychology, 88(1), 126-154.

Bansal P, DesJardine M R. （2014）. Business sustainability: It is about time[J]. Strategic Organization, 12(1): 70-78.

Barnett, M. and Salomon, R. (2013). 'Does it pay to be really good? Addressing the shape of the relationship between social and financial performance , 33(11), 1304-1320.

Barsky, A., Kaplan, S. A., & Beal, D. (2011). Just feelings? The role of affect in the formation of organizational fairness judgments. Journal of Management, 37(1), 248-279.

Beijing Datang Property Management Co., Ltd. (2017). Property management consultants first: Beijing Datang Property Management Co., Ltd. launched a dual-track system of property consultants and property management. Beijing Real Estate (8), 33.

Blickle, G. , Meurs, J. A. , Wihler, A. , Ewen, C. , Plies, A. , & Günther, Susann. (2013). The interactive effects of conscientiousness, openness to experience, and political skill on job performance in complex jobs: the importance of context. Journal of Organizational Behavior, 34(8), 1145-1164.

Brad Shuck, Devon Twyford, Thomas G. Reio, Angie Shuck. (2014). Human resource development practices and employee engagement: examining the connection with employee turnover intentions. Human Resource Development Quarterly, 25(2), 239-270.

Burgelman R A, Floyd S W, Laamanen T, et al. （2018). Strategy processes and practices: Dialogues and intersections. Strategic Management Journal, 39(3): 531-558.

C.Y. Yiu, S.K. Wong, & Y. Yau. (2006). Property management as property rights governance: exclusion and internal conflict resolution. Property Management, 24(2), 87-97.

Cai Yun. (2017). The title of dissertation. Research on service innovation model based on Vproperty Management Enterprise. Shanghai Foreign Studies University, Shanghai.

Cao Linjian, Luo Xinbo, & Wang Jianting. (2012). Construction and Application of Property Management Enterprise Competitiveness Evaluation System. Journal of Tianjin Institute of Urban Construction 136-138.

Cardozo, R.N. (1965). An Experimental Study of Customer Effort, Expectation, and Satisfaction. Journal of Marketing Research, 2, 244-249.

Case Western Reserve University. (2015). Inspiring Leadership through Emotional Intelligence. https://www.coursera.org.

Chakrabarti, A. , & Mitchell, W. . (2013). TThe persistent effect of geographic distance in acquisition target selection. Organization Science,24(6): 1805-1826.

Chen Hao. (2017). The title of dissertation. YX's Residential Property Management consumer satisfaction survey and service innovation research. East China University of Science and Technology, Shanghai.

Chen Jin, & Zheng Gang. (2016). Innovative management: naked competitive advantage. Peking University Press, 132.

Chen Li, & Sun Wei. (2017). Probe into the Concept of Property Management——Concurrently Commenting on the Defects of China's "Property Management Regulations". Journal of Hebei Vocational and Technical College (05), 83-85.

Chen Meng, Ji Ran, Wang Lina, Che Hongsheng, & Lin Xuanhui. (2012). The relationship between emotional intelligence and job performance. Advances in Psychological Science, 20 (3): 412-423

Chen Mingshu, & Shen Haipeng. (2015). The empirical relationship between trust, professional engagement, and job performance in organizations. Theory and Practice of Finance and Economiconsumer satisfaction. 36 (3): 113-118.

Chen Yu. (2011). The Theory and Application of Complex Adaptive System (CAS) — Origin, Content and Enlightenment. Journal of System Dialecticonsumer satisfaction, (4): 5-39.

Chen, G. , Crossland, C. , & Luo, S. . (2015). Making the same mistake all over again: ceo overconfidence and corporate resistance to corrective feedback. Strategic Management Journal, 36(10), 1513-1535.

Chen, J. , & Nadkarni, S. . (2016). Its about time! ceos temporal dispositions, temporal leadership, and corporate entrepreneurship. Administrative Science Quarterly,62(1): 31-66.

Cheng Hongling, & Chen Weizheng. (2010). Analysis of the effect of mood regulation on job burnout. Advances in Psychological Science, 18 (6): 971-979.

Cheng Lili. (2014). Exploring the Impact of Corporate Employees' Emotional Intelligence on Employee Performance. Human Resource Management (5), 65-66.

Chiang, C.F., Hsieh, T.S., （2012）. The impacts of perceived organizational support and psychological empowerment on job performance: The mediating effects of organizational citizenship behavior[J]. International Journal of Hospitality Management, 2012, 31(1):,180-190.

Chin M K, Hambrick D C, Trevino L K. （2013）. Political ideologies of CEOs: The influence of executives, values on corporate social responsibility. Administrative Science Quarterly,58(2): 197-232.

China Property Management Association. (2018). National Property Management Industry Development Report of 2018:the 13th national five-year plan of China's property management industry, 2017-2022.

Cho, S. Y. , Arthurs, J. D. , Townsend, D. M. , Miller, D. R. , & Barden, J. Q. (2016). Performance deviations and acquisition premiums: the impact of ceo celebrity on

managerial risk-taking. Strategic Management Journal, 37(13), 2677-2694.

Christopher Taylor, & Paul. (2014). Management challenges and responses. Property Management, 32(1), 16-27.

Christudason, & Alice. (2012). Legislating for environmental practices within residential property management in singapore. Property Management, 20(4), 252-263.

Christudason.（2008）. Legislation affecting common property management in singapore. Property Management, 26(3), 207-219.

Cui Lixin. (2013). quality of serviceevaluation model. Economic Daily Press. 28-31.

Dai Yingda. (2008). Exploration and Practice of consumer satisfaction Engineering. China Quality Association, 564.572.

Dane E, Brummel B J. (2014).Examining workplace mindfulness and its relations to job□performance and turnover intention[J]. Human Relations, 67(1): 105-128.

David SouderPhilip BromileySouder, D., & Bromiley, P. 2012. Explaining temporal orientation: Evidence from the durability of firms' capital investments , 33(5), 550-569.

Delgado-García, Juan Bautista, de la Fuente-Sabaté, Juan Manuel, & Quevedo-Puente, E. D. (2010). Too negative to take risks? the effect of the ceo's emotional traits on firm risk. Social Science Electronic Publishing.

Deng Ke. (2016). The title of dissertation. "Centralized Bidding": A Study on the Improvement of the Quality of School Property Management in Primary and Secondary Schools. Hunan University, Changsha.

Deng Zhizhi. (2016). The title of dissertation. Property Management Enterprise service capability evaluation system. Chongqing University, Chongqing.

Department of Quality Management, AQSIQ, China Enterprise Research Center, Tsinghua University. (2003). China consumer satisfaction Index Guide. China Standards Press.

Dettwiler, Paul, Fong, Patrick S.W., & Fung Lee, Hang. (2013). Acquisition, reuse and sharing of knowledge in property management firms. Facilities, 27(7/8), 291-314.

Dezso, C. L. , & Ross, D. G. (2012). Does female representation in top management improve firm performance? a panel data investigation. Strategic Management Journal, 33(9),1072-1089.

Ding Wei. (2018). Research on the Innovation of Enterprise Human Resource Performance Management in the Big Data Era. SME Management and Technology, 4, 18-19.

Dissertations & Theses - Gradworks. Gamache, D. L. (2015). After the announcement: how ceo motivational attributes shape their propensity to be influenced by stakeholder reactions to announcements of strategic actions.

Dmcker, Peter F. (1998). The new meaning of corporate social. California Management Review, 26: 53-63.

Doe, & S., R. (2014). The boundaries and limits of community management: lessons from the water sector in ghana. Community Development Journal, 39(4), 360-371.

Dong Dahai, & Wang Keyan. (2004). Review of Western consumer satisfaction Measurement Models. Science and Science and Technology Management: 24-25.

Dong Fan. (2018). Property Management Mode Needs to Be Reborn—A Look at the Innovation of Property Management Mode from the Beauty Garden Incident. Journal of South-Central University for Nationalities (Humanities and Social Sciences) (03), 135-139.

Druskat V U9 Mount Q Sala F. (2013).Linking emotional intelligence and performance at work: Current research evidence with individuals and groups[M]. Psychology ill Press, 2013.

Eddie Chi-Man Hui, Hoi Ting Lau&Tareef Hayat Khan.(2017). Effect of property management on property price: a case study in HK. Facilities,, 29(11): 459-471.

Elmualim, A. A, & Johnson, A. (2009). Application of computer-aided facilities management (CAFM) for intelligent buildings operation . Facilities, 27(11): 421-428.

Fan Jing. (2013). Analysis of the Impact of Emotion Management on the Work Performance of Enterprise Employees. Institute of Management, 85-86.

Feng Ye. (2015). The title of dissertation. Research on the Relationship between Corporate Social Responsibility and Corporate Performance Based on the Enterprise Life Cycle. Southwest Jiaotong University, Chengdu.

Fernet, Claude, Austin, Stéphanie, Trépanier, Sarah-Geneviève, & Dussault, Marc. （2013） . How do job characteristiconsumer satisfaction contribute to burnout? exploring the distinct mediating roles of perceived autonomy, competence, and relatedness. European Journal of Work and Organizational Psychology, 22(2), 123-137.

Flammer, Caroline, & Bansal, Pratima. (2017). Does a long-term orientation create value? evidence from a regression discontinuity. Social Science Electronic Publishing.38(9): 1827-1847.

Fong E A, Misangyi V F, Tosi H L.(2010). The effect of ceo pay deviations on ceo withdrawal, firm size, and firm profits. Strategic Management Journal,31(6), 629-651.

Fong, E. A. . (2010). Relative ceo underpayment and ceo behaviour towards r&d spending. Journal of Management Studies, 47(6), 1095-1122.

Fornell C.A.(2013).National consumer satisfaction Barometer: The Swedish Experience Journals of Marketing, vo1.56:6-21Gergana. Intellectual property management practices at small and medium-sized enterprises.International Journal of Technology Management, 1(61): 64-81.

FOSS, NICOLAI J., & LINDENBERG, SIEGWART. (2013). Microfoundations for strategy: a goal-framing perspective on the drivers of value creation. Academy of Management Perspectives, 27(2), 85-102.

Fu, W. , & Deshpande, S. P. (2014). The impact of caring climate, job satisfaction, and organizational commitment on job performance of employees in a china's insurance company. Journal of Business Ethiconsumer satisfaction, 124(2), 339-349.

Gagne, M, Vansteenkiste, M. (2013).Self-determination theory′s contribution to positive organizational psychology [J]. Advances in Positive Organizaitonal Psychology, 1(1),61-82.

Galbreath, J., & Shum, P. (2012). Do consumer satisfaction and reputation mediate the consumer satisfaction-FP link? Evidence from Australia. Australian Journal of Management, 37(2), 211-229.

Gamache D L, McNamara G,Mannor M i, et al. （2015）. Motivated to acquire? The impact of CEO regulatory focus on firm acquisitions[J]. Academy of Management Journal,2015, 58(4):1261-1282.

Gan Bo (2018). Problems Existing in Enterprise Human Resource Management and Discussion on Countermeasures. Enterprise Reform and Management (22) 83-84

Gao Chuanfu, & Tan Jian. (2016). Financial Conflicts and Governance of enterprises Based on Owners. Modern management science.

Gelbrich K,GSthke J,Grgoire Y. (2015).How much compensation should a firm offer for a flawed service? An examination of the nonlinear effects of compensation on satisfaction[J]. Journal of Service Research,18(1): 107-123.

Geng Yuanyuan. (1999). Evaluation and methods of residential satisfaction in residential areas. Journal of Tsinghua University. 79-85.

Geoffrey P. Martin, Robert M. Wiseman, & Luis Gomez-Mejia. (2016). Going short-term or long-term? ceo stock options and temporal orientation in the presence of slack. Strategic Management Journal, 37(12),2463-2480.

Goleman, D., Boyatzis, R. and McKee, A. (2002) .Primal Leadership Realizing the Power of Emotional Intelligence. Harvard Business School Press, Boston.

Gong, Y., Cheung, S. Y., Wang, M., & Huang, J. C. (2012) . Unfolding the proactive process for creativity: integration of the employee proactivity, information exchange, and psychological safety perspectives. Journal of Management, 38(5), 1-24.

Gu Yingkang, & Tang Xiuli. (2013). Research on the influence mechanism of emotional factors on employee burnout. East China Economic Management, 27 (10): 122-129.

Guanghua Chen, & Liu. (2009). Study on the division of "property management area" —— starting from the administrative case of "property management area". East China Economic Management (6), 153-156.

Guo Qiaohua, Guo Yangsheng, & Huang Lingqing. (2017). Reform of the "Property Management Practice" Course for Higher Vocational Property Management Majors in the New Situation. Modern Real Estate (1st Issue) (6), 166-168.

Guo Rui. (2017). The title of dissertation. consumer satisfaction on property management services in A district of Sakai. Sichuan Normal University, Chengdu.

Guoxia Yang, & Shenshan Shen (2012). Evaluation of Consumer Satisfaction Research of Urban Residential Community Property——Taking Xuzhou City as an Example. Development Research (1), 156-160.

Gwendolyn K. Lee, & Marvin B. Lieberman.（2009）. Acquisition vs. internal development as modes of market entry. Strategic Management Journal,31(2), 140-158.

Hambrick, D. C. , & Quigley, T. J. (2014). Toward more accurate contextualization of the ceo effect on firm performance. Strategic Management Journal, 35(4), 473-491.

Hao Li. (2011). The title of dissertation. Study on the Problems and Countermeasures of Property Management in Urban Old Residential Districts.

Hao Xianyang. (2015). Application of consumer satisfactionI Evaluation Method in Property Management. China Quality, 79-81.

Herrmann, Pol, & Nadkarni, Sucheta.（2014）. Managing strategic change: the duality of ceo personality. Strategic Management Journal, 35(9), 1318-1342.

Howard, J. A., & Sheth, J. N. (1969).The Theory of Buyer Behavior, John Wiley and Sons. New York:Wiley, 56-59.

Huang Yong, & Peng Jisheng. (2015). Research on the influence mechanism of supervisor-subordinate relationship on employees' responsible behavior. Journal of Northwest Normal University (Social Science Edition), 129.

Huang Yong, & Peng Jisheng. (2015). The impact of trust in employees on responsible behaviors in organizations: the mediating role of role width self-efficacy.

Soft Science. 74-77

Hui, Eddie C. M., Tse, Cheuk-kin, & Yu, Ka-hung.(2014). The effect of ISO14001 certification in property management on property price. Journal of Facilities Management, 12(2): 97-117.

Hunt, H. K.(1977).In Conceptualization and Measuremen of consumer satisfaction and Dissatisfaction. Marketing Science Institute,455-488.

Huo Hongxia. (2009). How to Build a Harmonious Community Property Management——A Case Study of the Real Estate Management in Baotou City. Yinshan Academic Journal (4), 115-118.

Hur, W. M. , Moon, T. W. , & Jung, Y. S.. (2015). Customer response to employee emotional labor: the structural relationship between emotional labor, job satisfaction, and consumer satisfaction. Journal of Services Marketing, 29(1), 71-80.

IAI. International Alliance for Interoperability [EB/OL]. (2012). http://www. iai-interoperability. Org.

Irizarry Javier, Gheisari Masoud, Williams Graceline, et al.(2014). Ambient intelligence environments for accessing building information . Facilities, 32(3): 120-138.

Javed, A., Saif, A., Rehman, S.(2013).Perception of job performance appraisals toward Turnover intention and Job SMisfaction. Research Journal of Finance and Accounting,4(6),260.

Jeffrey J. Reuer, Tong T W& Wu C W. (2012).A signaling theory of acquisition premiums: Evidence fi*om IPO targets. Academy of Management Journal, 55(3): 667-683.

Ji Rujin. (2004). Property Management. Capital University of Economiconsumer satisfaction and Business Press.

Jia Shenghua, & Chen Honghui. (2012). Strategic environmental management based on the joint participation of owners. Studies in Science of Science, 209-213.

Jiang Jiao, Yang Naiding, & Jia Xiaoxia. (2005). Research on fuzzy technology of project evaluation based on consumer satisfaction. Journal of Management Engineering (1), 77-80.

Jiang Qiuxia. (2018). The relationship between quality of service , consumer satisfaction, and customer loyalty in the property management industry-based on the empirical in Hangzhou. Modern properties (6)

Johnson, Michael D., & Fornell, Claes. (1991). A framework for comparing consumer satisfaction across individuals and product categories. Journal of Economic

Psychology, 12(91), 267–286.

Johnston, & Robert. . Service industries - improving competitive performance. Service Industries Journal, 8(2), 202-211.

Joseph, D. L. , Jin, J. , Newman, D. A. , & O'Boyle, Ernest H. (2015). Why does self-reported emotional intelligence predict job performance? a meta-analytic investigation of mixed ei. Journal of Applied Psychology, 100(2), 298-342.

Juan Bautista Delgado-García, Ana Isabel Rodríguez-Escudero, & Natalia Martín-Cruz. (2012). Influence of affective traits on entrepreneur's goals and satisfaction. Journal of Small Business Management, 50(3), 408-428.

Judge, T., & Zapata, C. (2015).The person-situation debate revisited: effect of situation strength and trait activation on the validity of the big five personality traits in predicting job performance. Academy of Management Journal, 58(4):1149-1179.

Jun Zhang (2018). The title of dissertation. quality of service 's impact on consumer satisfaction. Southeast University, Nanjing.

Jung Choi, Hyun, & Tae Kim, Young.（2013）. Work-family conflict, work-family facilitation, and job outcomes in the korean hotel industry. International Journal of Contemporary Hospitality Management, 24(7), 1011-1028.

Jung, Hyo Sun, & Yoon, Hye Hyun. （2014）. Antecedents and consequences of employees' job stress in a foodservice industry: focused on emotional labor and turnover intent. International Journal of Hospitality Management, 38, 84-88.

Kakkar, H. , Tangirala, S. , Srivastava, N. K. , & Kamdar, D. (2016). The dispositional antecedents of promotive and prohibitive voice. Journal of Applied Psychology, 101(9),1342-1351.

Kammerlander, N. , Burger, D. , Fust, A. , & Fueglistaller, U. (2015). Exploration and exploitation in established small and medium-sized enterprises: the effect of ceos\" regulatory focus. Journal of Business Venturing, 30(4), 582-602.

Kammeyer-Mueller, J. D. , Rubenstein, A. L. , Long, D. M. , Odio, M. A. , Buckman, B. R. , & Zhang, Y. , et al. (2013). A meta-analytic structural model of dispositonal affectivity and emotional labor. Personnel Psychology, 66(1), 47-90.

Kang Xi. (2016). The title of dissertation. Problems and Countermeasures of Property Management in Affordable Housing Communities in China. Shanxi University of Finance and Economiconsumer satisfaction, Taiyuan.

Karatepe, & Osman M.（2013）. High-performance work practices and hotel employee performance: the mediation of work engagement. International Journal of Hospitality Management, 32(Complete), 132-140.

Karatepe, O. M., & Magaji, A. B.（2014）. Linking core self-evaluations and work engagement to work-family facilitation: A study in the hotel industry. Cornell Hospitality Quarterly, 26(2),307-323.

Karatepe, Osman M.Azar, Arezou KhabbazInternational Journal of Hospitality &...Karatepe, O., & Azar, A. K. (2013). The effects of work-family conflict and facilitation on turnover intentions: the moderating role of core self-evaluations. International Journal of Hospitality & Tourism Administration, 14(3), 255-281.

Kim, Ji-Yub (Jay), Haleblian, Jerayr (John), & Finkelstein, Sydney.（2015）. When firms are desperate to grow via acquisition: the effect of growth patterns and acquisition experience on acquisition premiums. Administrative Science Quarterly, 56(1), 26-60.

Klingenberg, Beate, Timberlake, Rachel, Geurts, Tom G., & Brown, Roger J (2008). Rent control revisited: effects on property management. Property Management,, 26(1): 56-65.

Kong Dan. (2007). Exploring New Roads for Property Management in China——Taking the Property Management Enterprise of Zhongshan Lane Community as an Example. Fujian Architecture (6), 108-109 + 113.

Kouamé, Saouré, Oliver, David, & Poisson-de-Haro, Serge.（2014）. Can emotional differences be a strength? affective diversity and managerial decision performance. Management Decision, 53(8), 1662-1676.

Koyuncu, M. , J. Burke, R. , Astakhova, M. , Eren, D. , & Cetin, H. (2014). Servant leadership and perceptions of quality of serviceprovided by front-line service workers in hotels in turkey. International Journal of Contemporary Hospitality Management, 26(7), 1083-1099.

Krause, Ryan, & Semadeni, Matthew.（2014）. Last dance or second chance? firm performance, ceo career horizon, and the separation of board leadership roles. Strategic Management Journal, 35(6), 808-825.

Kristin Gunderson.(2016). Simple green:As the advantages of greening properties and becoming LEED certified become more evident, property managements find ways to make their existing buildings more eco-friendly through maintenance . Journal of Property Management, 71(5): 42-45.

Lai M C.,Chen Y C.(2012). Self-Efficacy, Effort, Job Performance, Job Satisfaction, and Turnover Intention: The Eflfect of Personal Characteristiconsumer satisfaction on Organization Performance[J]. International Journal of Innovation, Management and Technology, 3(4): 387-391.

Lai, LWC, & Chau, KW. (2016). Private property rights, culture, property management and sustainable development . Property Management, ,24(2): 71-86.

Lam, & Terence, Y. M. (2012). Economic perspective on outsourcing of property management services. Property Management, 30(4), 318-332.

Lavy, S. , Irizarry, J. , Gheisari, M. , Williams, G. , & Roper, K. (2014). Ambient intelligence environments for accessing building information. Facilities, 32(3/4), 120-138.

Lees G, Malone R.（2011）. Building World-class Business for the Long Term: Challenges and Opportunities. CIMA, 2011.

Li Cong. (2018). Enterprise Human Resource Management in the Background of Information Technology. Shopping Mall Modernization (22) 38

Li Fengyan. (2015)》 The title of dissertation.Aconsumer satisfaction on residential property management. Northeastern University, Shenyang.

Li Haijian, & Nie Huihua. (2002). The source of corporate competitive advantage and its strategic choice. China Industrial Economy (9), 5-13.

Li Hong, Yang Yaqin, Zou Peilin, Wang Daoxiong, Tu Xuan, Cheng Xiao & Wan Chao. (2018). Social quality of servicecontrol practice of hospital property. Chinese health management (1) 134-137

Li Jinbing, Han Yuqi, & Meng Wen. (2009): consumer satisfaction evaluation model and empirical. Technical Economy, 108-112.

Li Liang. (2011). The title of dissertation. Research on Property Management Countermeasures of Liaohe Oilfield. Dalian University of Technology, Dalian.

Li Yue, & Wang Chongming. (2012). The Impact of Procedural Justice on Innovative Behavior: Research on the Mediating Effect of Positive Emotions and Soft Science. 26 (2): 79-83

Li, J. , & Monkkonen, P. (2014). The value of property management services: an experiment. Property Management,32(3), 213-223.

Li, J., & Tang, Y.（2010） . Ceo hubris and firm risk taking in china: the moderating role of managerial discretion. Academy of Management Journal, 53(1), 45-68.

Lian Caiyan. (2016). The title of dissertation. Comprehensive Evaluation of User Satisfaction of Green Houses. Chongqing University, Chongqing.

Liang Jie, Zhang Peng, & Han Xia. (2009). Research on i-kano model for consumer satisfaction to improve decision-making. Statisticonsumer satisfaction and Decision (20), 152-153.

Liao Qiyun, & Hu Shasha. (2017). Research on quality of serviceevaluation system of residential property management——Taking Chongqing as an example. Construction

Economy (6) 76-82

Lin Anzhen. (2003). Fuzzy Comprehensive Evaluation Method for Effectiveness of Property Management. Housing Technology, 37-39.

Liu Fangyuan, He Xiaolong, & Zhang Junxia. (2016). Construction of enterprise brand strategic system based on regional brand influence. Economic Research Herald (2) 129-130

Liu Fangyuan, He Xiaolong, & Zhang Junxia. Construction of enterprise brand strategic system based on regional brand influence. Economic Research Herald (2), 129-130.

Liu Juan. (2016). The title of dissertation. Design and Implementation of Residential Property Management System Based on NET. East China Normal University, Shanghai.

Liu Liangming. (2015). On Brand Building and Management Strategy of Property Management Enterprise. Modern Economic Information (19), 54.

Liu Shuyuan. (2018). Research on Satisfaction of Property Management Services in New Urban Residential Quarters of the City——Taking Harbin as an Example. China Forestry Economy (5) 37-40.

Liu Yasai. (2019). Research on the connotation, concerns and improvement measures of the property management capabilities of tourist attractions in China. Shanghai Real Estate (12)

Liu Yongmei, Wei Xuhua, & Chen Xiaohong. (2011). The relationship between emotional intelligence, conflict management and perceived cohesion Scientific research management, 32.

Liu Yu. (2003). consumer satisfaction evaluation. Beijing Social Science Literature Press.

Liu Zhuolin, & Jin Yan. (2007). Application Research of consumer satisfaction Evaluation Based on Aconsumer satisfactionI Model. Economic Management, 42-46.

Lo, K. K. , Hui, E. C. M. , & Ching, R. H. F. (2013). Analytic hierarchy process approach for competitive property management attributes. Facilities, 31(1/2), 84-96.

Long Lirong, & Zhang Haitao. (2012). The relationship between performance compensation and researchers' breakthrough innovation and management strategies. Journal of Hubei University (Philosophy and Social Sciences Edition). 81-86.

Luo Jing. (2018). The title of dissertation. JCproperty Management Enterprise consumer satisfaction. Tianjin University of Finance and Economiconsumer satisfaction, Tianjin.

Luo Junwen. (2018). The title of dissertation. Research on the Value of Property Management Enterprise Brand Based on the Value Chain Theory of Northeastern University-Taking BWproperty Management Enterprise as an example. Capital University of Economiconsumer satisfaction and Business, Beijing.

M. Higgins, & David. (2014). Fires, floods and financial meltdowns: black swan events and property asset management. Property Management, 32(3), 241-255.

Maak, Thomas, Pless, Nicola M., & Voegtlin, Christian. (2016). Business statesman or shareholder advocate? ceo responsible leadership styles and the micro-foundations of political consumer satisfaction. Journal of Management Studies, 53(3), 463-493.

Maneotis, S. M. , Grandey, A. A. , & Krauss, A. D. (2014). Understanding the "why" as well as the "how": service performance is a function of prosocial motives and emotional labor. Human Performance, 27(1), 80-97.

Mark Larson..(2008) Property Managers Host Green Upgrades to Maximize Efficiency[N]. San Diego Business Journal- Special Report，3-21(27).

Markus, & Keith A. (2012）. Principles and practice of structural equation modeling by rex b. kline. Structural Equation Modeling A Multidisciplinary Journal, 19(3), 509-512.

Mc Cann,J T,Graves,D, Cox, L. (2014).Servant leadership, employee satisfaction, and organizational performance in rural community hospitals [J]. International Journal of Business and Management, 9(10),p28-45.

Meng Qingliang, Zou Nongji, Li Xiaoping, An Ling, & Jiang Xiujun. (2012). Decision-making methods for improving logisticonsumer satisfaction quality of servicebased on analytical kano model. Operations Research and Management, 21 (2), 64-73.

Menguc, B., Auh, S., Fisher, M., & Haddad, A. (2013). To be engaged or not to be engaged: the antecedents and consequences of service employee engagement. , 66(11), 2163-2170.

Minjie Guo, Yiheng Liu, Haibin Yu, Binyu Hu, & Ziqin Sang. . (2016)An overview of smart city in China.. China Communications,O5: p. 212-220.

Misra P, Jain S, Sood A.(2013). Compensation: impact of rewards and organisational justice on turnover intentions and the role of motivation and job satisfaction: a study of retail store operations in ncr. International Journal of Human Resources Development and Management,13(3): 136-152.

Moshe Zeidner, Gerald Matthews, & Richard D. Roberts. (2012). What We Know about Emotional Intelligence: How It Affects Learning, Work, Relationships, and Our Mental Health.

Mu Niankui, & Luo Zhaosheng. (2013). Research on emotional intelligence and its training at home and abroad. Journal of Gannan Normal University, 2: 89-91.

Nadkami S.Chen J.（2014）. Bridging yesterday, today, and tomorrow: CEO temporal focus,environmental dynamism, and rate of new product introduction. Academy of Management Journal, 57(6):,1810-1833.

Nadkarni, S., & Herrmann, P.（2010）. Ceo personality, strategic flexibility, and firm performance: the case of the indian business process outsourcing industry. Academy of Management Journal, 53(5), 1050-1073.

Neslihan Ozkan.（2012）. Do ceos gain more in foreign acquisitions than domestic acquisitions?. Journal of Banking & Finance, 36(4), 0-1138.

Ni Weiqin. (2016). The title of dissertation. Analysis and countermeasures of real estate services in residential communities in Shanghai. Shanghai University of Engineering and Technology, Shanghai.

Otaye, L. , & Wong, W. (2014). Mapping the contours of fairness. Journal of Organizational Effectiveness: People and Performance, 1(2), 191-204.

Ou A Y, Waldman D A&Peterson S J. （2018）.Do humble CEOs matter? An examination of CEO humility and firm oatcomes[J]. Journal of Management, 2018,44(3): 1147-1173.

Ou, A. Y. , Tsui, A. S. , Kinicki, A. J. , Waldman, D. A. , Xiao, Z. , & Song, L. J. . (2014). Humble chief executive officers" connections to top management team integration and middle managers" responses. Administrative Science Quarterly, 59(1), 34-72.

Patrick L. McClelland, Xin Liang, & Vincent L. Barker. (2010). Ceo commitment to the status quo: replication and extension using content analysis. Journal of Management, 36(5), 1251-1277.

Petrenko, O. V. , Aime, F. , Ridge, J. , & Hill, A. (2016). Corporate social responsibility or ceo narcissism? consumer satisfaction motivations and organizational performance. Strategic Management Journal, 37(2): 262-279.

Ping Huang. (2008). Problems in Property Management and Legislative Perfection-Comment on the relevant provisions of the Property Law and the Regulations on Property Management. Administration and Law, (1).

Plambeck, N. , & Weber, K. (2010). When the glass is half full and half empty: ceos" ambivalent interpretations of strategic issues. Strategic Management Journal, 31(7), 689-710.

Poon, J. M. L. (2012). Distributive justice, procedural justice, affective commitment, and turnover intention: a mediation–moderation framework. Journal of Applied Social

Psychology,42(6),1505-1532.

Qi Baoku. (2000). Application of analytic hierarchy process in the evaluation of the effect of property management in urban communities. Journal of Shenyang Institute of Architectural Engineering, 01: 42-45.

Qin Hu, Chen Yun, and Meng Hui (2011). The relationship between emotional labor, emotional intelligence and job burnout. Psychological Research, 4 (1): 49-54.

Qin Qiuxiang. (2018). Legal Thinking on Enterprise Human Resource Management and Innovation. Enterprise Reform and Management (22) 82-83

Qinglan Wang. (2013). How to Perform Satisfaction Evaluation of Property Management. China Construction Information (10), 65-66.

Qiu Wanhua. (2012). Management Decision and Applied Economiconsumer satisfaction. Machinery Industry Press.

R. Allen, T.R. Rao. (2000).Analysis of consumer satisfaction Data. U.S.A QualityPress.

Raub, Steffen, & Liao, Hui. （2012）. Doing the right thing without being told: joint effects of initiative climate and general self-efficacy on employee proactive customer service performance. Journal of Applied Psychology,97(3), 651-667.

Reilly G, Souder D, Ranucci R. （2016）.Time horizon of investments in the resource allocation process: Review and framework for next steps. Journal of Management.42(5),1169-1194.

Rodney. (2016). The title of dissertation. Research on the impact of corporate staff quality on corporate culture construction. Kunming University of Science and Technology, Kunming.

Roland Füss, Richt, J. , & Thomas, M. . (2012). Excess return sources of active property management: a case study. Journal of Property Investment & Finance, 30(4): 354-374.

Rothman, N. B. (2011). Steering sheep: how expressed emotional ambivalence elicits dominance in interdependent decision making contexts. Organizational Behavior & Human Decision Processes, 116(1), 66-82.□

Ruan Lianfa, Zhai Dong, & Huang Qinbo. (2004). consumer satisfaction evaluation of residential property management. Housing Technology, 431-333.

Saeidi, S. P. , Sofian, S. , Saeidi, P. , Saeidi, S. P. , & Saaeidi, S. A. (2015). How does corporate social responsibility contribute to firm financial performance? the mediating role of competitive advantage, reputation, and consumer satisfaction. Journal of Business Research, 68(2), 341-350.

Sai, Zhao Kangying, Fu Rui, & Tang Risong. (2014). Introduction to Political Economy: A treatise on political economy. Huaxia Press.

Seo, J. , Gamache, D. L. , Devers, C. E. , & Carpenter, M. A. (2015). The role of ceo relative standing in acquisition behavior and ceo pay. Strategic Management Journal, 36(12),1877-1894.

Shamsuddin, N. , & Rahman, R. A. (2014). The relationship between emotional intelligence and job performance of call centre agents. Procedia - Social and Behavioral Sciences, 129, 75-81.

Shani, A. , Uriely, N. , Reichel, A. , & Ginsburg, L . (2014). Emotional labor in the hospitality industry: the influence of contextual factors. International Journal of Hospitality Management, 37, 150-158.

Shantz, A. , Alfes, K. , Truss, C. , & Soane, E. (2013). The role of employee engagement in the relationship between job design and task performance, citizenship and deviant behaviours. The International Journal of Human Resource Management, 24(13), 2608-2627.

Sheng Yun, Zhang Mingyang&Xu Jingyu.(2011). The Applications of Green Building Rating System in Property Management . Management Science and Engineering,5(2): 85-88.

Shenzhen Zhongshan Industry Institute Co., Ltd. (2019). The report for China's property management industry market prospects of 2018.

Shi Li. (2015). Corporate staff quality improvement strategy research and application research. Brand (5) 107-108

Shi Yan, Sun Linyan, & Wang Min. (2011). Research on the Relationship between Job Characteristicsonsumer satisfaction, Job Burnout and Job Performance. Ergonomiconsumer satisfaction (1), 36-40.

Shu-wen Tang, Oi-ling Siu, & Francis Cheung. (2014). A study of work–family enrichment among chinese employees: the mediating role between work support and job satisfaction. Applied Psychology, 63(1),130-150.

Song Zhuangji. (2016). The importance of consumer satisfaction in residential property management. Northern Economy and Trade (7) 01-02.

Souder D, Reilly G, Bromiley P, et al.（2016）. A behavioral understanding of investment horizon and firm performance. Organization Science, 27(5),1202-1218.

Steven W. Bradley, Dean A. Shepherd, & Johan Wiklund.（2011） . The importance of slack for new organizations facing 'tough' environments. Journal of Management Studies, 48(5), 1071-1097.

Sucheta Nadkarni, Tianxu Chen, & Jianhong Chen. (2015). The clock is ticking! executive temporal depth, industry velocity, and competitive aggressiveness: the clock is ticking. Strategic Management Journal,37(6),1132-1153.

Teng Fei. (2011). The title of dissertation. On the Protection of Owners' Rights in Pre-Property Management. Tianjin University of Commerce, Tianjin.

Tian Fengyu. (201l). consumer satisfaction evaluation model for small and medium-sized city property management. Science and Technology Information (16), 124-125.

Timothy J. Quigley, & Scott D. Graffin. (2016). Reaffirming the ceo effect is significant and much larger than chance: a comment on fitza (2014). Strategic Management Journal, 38(3),793-801.

Tong Jiajin, Wang Lei, & Xie Xue. (2011). The impact of emotional intelligence on job performance. Social survey, 90-94.

Triwibowo S. （2016）.Pengaruh Distributive Justice, Procedural Justice, Interactional Justice, Service Failure Severity, Perceived Switching Cost dan Perceived Value Terhadap Consumer Loyalty [J], Jumal Ilmiah Mahasiswa FEB, 4(2):.80-108.

W. Ridge, J. , Kern, D. , & A. White, M. (2014). The influence of managerial myopia on firm strategy. Management Decision,52(3), 602-623.

Wan Jun, & Liu Xin. (2005). Current status and development trends of quality of serviceresearch. Modern Management Science (5), 65-66.

Wang Bo, Huang Anyong.(2009). Research on Green Property Management Evaluation System based on AHP . Nanjing: CRIOCM 2009 International Symposium on Advancement of Construction Management and Real, 1: 2072-2076.

Wang Hui. (2016). The title of dissertation. Property management system based on CALL CENTER technology. Jilin University, Changchun.

Wang Mengmeng. (2014). Research on the Relationship between Authorization Behavior, Role Width Self-efficacy and Employees' Speaking Behavior of IT Enterprise Leaders.

Wang Ping, & Lin Lili. (2011). Relationship between post-80s employee personality characteristiconsumer satisfaction, job satisfaction and turnover intention. Modern Business (2), 187-199.

Wang Qian. (2015). Analysis of the Impact of Strategic Human Resource Management on Enterprise Performance. Modern Business (14) 80-81

Wang Shuhong. (2016). The Impact of Leader's Emotional Intelligence on Employee Job Satisfaction. Technology Economy, 31 (2) 113-129.

Wang Sisi. (2014), The title of dissertation. Research on the evaluation index system of core competitiveness of property service enterprises. Capital University of Economiconsumer satisfaction and Business, Beijing.

Wang Sisi. (2014). Title of dissertation. Research on the evaluation index system of core competitiveness of property service enterprises. Capital University of Economiconsumer satisfaction and Business, Beijing.

Wang Wangxianya, Lin Sheng, & Chen Liyun. (2013). A Study on the Relationship between Emotional Intelligence and Job Performance-The Mediating Role of Job Satisfaction. Business Management, 60-62.

Wang Xiaolin. (2013). The title of dissertation. Research on agricultural project investment group decision support system—system framework and multi-attribute decision model. China Agricultural University, Beijing.

Wang Xiaoxuan. (2015). The title of dissertation. Analysis and improvement of residential satisfaction of public rental housing in Xiamen. Huaqiao University, Quanzhou.

Wang Yudong. (2016). The title of dissertation. Aproperty Management Enterprise brand strategy research. Yunnan Normal University, Kunming.

Wang, J, Gardner, R Gs Boswell, W R. (2014).Work-to-family enrichment and voluntary turnover: Amoderated mediation model . Academy of Management Proceedings. Academy of Management, 14(1),164-160.

White, A. D. , & Phelps, A. (2016). Rationale, practice and outcomes in municipal property asset management. Journal of Corporate Real Estate, 12(3), 157-174.

Wu Xianyang. (2015). Application of consumer satisfactionI evaluation method in property management. China Quality, 79-81.

Wu Yuhua. (2011). Management Science and Foundation. Tianjin University Press.

Wu, L. Z. , Tse, C. Y. , Fu, P. , Kwan, H. K. , & Liu, J . (2013). The impact of servant leadership on hotel employees\" \"servant behavior\". Cornell Hospitality Quarterly, 54(4), 383-395.

Xia Yong. (2016). The title of dissertation. consumer satisfaction on property management in Anhui Province. Hefei University of Technology, Hefei

Xie Jiajin. (2016). Grasp the development direction of the industry and jointly create a new image of the industry. China Property Management (8).

Xie Jiajin. (2017). The property manager system is an inevitable choice for the scientific development of property management. China Property Management (12), 2.

Xie Jijian, & Liu Chengping. (2016). Fuzzy Mathematical Methods and Applications

(Second Edition). Huazhong University of Science and Technology Press.

Xie Jingtao. (2011). The relationship between emotional intelligence, job burnout and job satisfaction. Chinese Journal ofClinical Psychology, 19 (3): 372-373

Xinyuan (Roy) Zhao, & Karthik Namasivayam. (2012). The relationship of chronic regulatory focus to work–family conflict and job satisfaction. International Journal of Hospitality Management,31(2), 458-467.

Xu Jianzhong. (2015). The Mechanism of Individual Goal Orientation on Employees' Proactive Behavior: A Prediction Based on the Mediating Effect of Self-Legal Contracts and the Regulatory Effect of Self-Leadership. Forecasting, 34 (1).

Xu Ruixiang, Cai Long, & Zhang Xia, etc. (2003). Study on the Quality Evaluation of Human Living Environment in Nanjing City. Modern Urban Studies, 77-81.

Yan Biaobin, Zhang Xinggui, & Lin Zhi. (2013). The impact of employee emotional intelligence on job performance—a mediating effect of self-efficacy. Soft Science, 27 (12): 49-52.

Yang Lunbiao, & Gao Yingyi. (2011). Principles and Applications of Fuzzy Mathematiconsumer satisfaction (Third Edition). South China University of Technology Press.

Yang Yong, Ma Qinhai, Zeng Fanqiang, Tan Guowei, & Yang Chunjiang. (2013). The empirical relationship between organizational justice and emotional labor strategy. Industrial Engineering and Management 18 (4): 37-43.

Yao Qingsi. (2019). Product Brand and Enterprise Brand Strategic Choice. Brand Research (1) 13-14

Yao Yuan. (2018). The title of dissertation. Study on the improvement of residents' satisfaction in residential property management from the perspective of stakeholders. Anhui University of Finance and Economiconsumer satisfaction, Hefei.

Yin Runfeng. (2012). Research on the impact of performance appraisal target orientation on employee innovation behavior: the mediating role of innovation atmosphere and the research and development of science and technology management. Science and Technology Management Research, 120-130.

Yongping Shu, & Lingli Zheng. Eight models of enterprise brand growth. Enterprise Research (23), 34-36.

Yu Ming dare. (2011). The title of dissertation. Design and Implementation of an Enterprise Property Management System. Beijing University of Posts and Telecommunications, Beijing.

Yuan Bin. (2016). The title of dissertation. DS Property Management Enterprise staff

training. Northeast Petroleum University, Daqing.

Yuan Jing. (2014). Research on enterprise brand management. Economic and technical cooperation information.

Zhang Haichao. (2005). The title of dissertation. Research on Jiaxiang Property Management Enterprise based on consumer satisfaction. Northwestern Polytechnical University, Xi'an.

Zhang Huihua, & Wang Hui. (2011). Meta-analysis of the relationship between individual emotional intelligence and workplace performance. Acta Psychologica Sinica, 43 (2): 188-202

Zhang Huihua. (2012). A meta-analysis of the relationship between emotional intelligence and work-related variables: taking the Chinese sample as an example. Psychological Science, 35 (5): 1175 -1184

Zhang Jiachen, & Zhou Yun. (2019). Evaluation of quality of serviceof residential property based on analytic hierarchy process. Value Engineering (16) 51-54

Zhang Jiachen. (2019). Construction and application of quality of serviceevaluation system for residential property management. Value Engineering (16)

Zhang Lan, & Wang Yanjun. (2012). The impact of emotional intelligence on employee performance. Consumption-oriented, 10: 123-124

Zhang Lingzhe. (2019). The title of dissertation. A Study on the Impact of Employees' Capabilities on the Results of Progression. Zhejiang Gongshang University, Hangzhou.

Zhang Qian. (2016). The title of dissertation. Study on the Obligation of Property Management Security Guarantee. Henan University, Kaifeng.

Zhang Sui, Zhang Mei, & Chi Guotai. (2016). Scientific and technological evaluation model based on entropy weight method and its empirical. Management Science. 34—42.

Zhang Wenxiu, Wang Guojun, Liu Wangjin, & Fang Jinyu. (1991). Introduction to Fuzzy Mathematiconsumer satisfaction. Xi'an Jiaotong University Press.

Zhang Xiang. (2011). Research Status and Prospects of Emotional Intelligence in Work. Journal of Xingyi Teachers College for Nationalities, 4: 84-88

Zhang Xiaonan. (2015). The title of dissertation. Property quality of serviceconsumer satisfaction evaluation empirical. Guangzhou University, Guangzhou.

Zhang Xiaowei. (2012). The title of dissertation. Research on the Impact of Emotional Labor and Psychological Capital on Job Burnout of Enterprise Employees. Nanchang University, Nanchang.

Zhang Xin, & Liang Gongqian. (2015). quality of serviceresearch of property management based on quality of servicegap model. Productivity research (4) 128-130

Zhang Yingqian. (2016). The title of dissertation. Research on the Legal System of Property Management Supervision. Zhengzhou University, Zhengzhou.

Zhang Yongjun. (2012). The title of dissertation. A Study on the Mechanism of the Impact of Fairness on Performance in Anti-Production Behavior.

Zhang Yuguo. (2014). The title of dissertation. Construction and application of a typical staff quality model. Nanjing University of Science and Technology, Nanjing.

Zhao Ting (2018). The title of dissertation. Study on the spillover effect of property quality of serviceon housing prices in residential communities-based on Nanjing's empirical analysis. Nanjing University of Finance and Economiconsumer satisfaction, Nanjing.

Zhao Yanling. (2018). Analysis of Enterprise Human Resource Management Reform Based on Big Data Era. Journal of Jiangxi Vocational and Technical College of Electricity (8)

Zhao Ziyi. (2018). The title of dissertation. R & D isomorphism and performance of late-developing enterprises: in the context of exploratory innovation. Zhejiang University, Hangzhou.

Zhao, Kai, Zhang, Mian, & Foley, Sharon.(2014). Work-to-family conflict and individual consequences: How gender egalitarianism makes a difference.Academy of Management Proceedings. Academy of Management, 14(1),131-139.

Zheng Shanhong. (2016). Construction and application of property management enterprise quality of serviceevaluation system. Value engineering (32)

Zhenlei Zhu. (2016). Residential property management system based on spatial visualization technology. Operation manager (13), 153.

Zhongyuan Zhou, & Ruizhu Shen (2017). Opportunities and Challenges Facing Property Management Enterprise in Intelligent Property Management. Modern Property (06), 56-57.

Zhou Ruixing. (2016). The title of dissertation. Research on Legal Issues in Property Management Contracts. Suzhou University, Suzhou.

Zhou Zhixuan. (2019). The title of dissertation. YH property Management Enterprise quality of serviceimprovement countermeasures. North China University of Technology, Beijing.

Zhu Dan. (2009). The title of dissertation. Seeing the Perfection of China's Property Management System from the Nature of Property Management. Chongqing

University, Chongqing.

Zhu Lianmei, Wang Anqi, Yue Yijia, Xu Liping, & Zhu Tao. (2015). Status Quo and Suggestions on Performance Evaluation of Small and Medium-Sized Enterprises: Based on the Survey of Performance Evaluation System of Some Small and Medium-sized Enterprises in Beijing. Management and Technology of Small and Medium-sized Enterprises (1st Issue) (10) , 41-42.

Zhu Tingbai. (2014). Research on the interactive relationship between corporate governance and strategic management. Management Science, 30-34.

Zhu Yingjie. (2018). Research on the methods and ways for enterprises to improve the comprehensive quality of employees. Enterprise reform and management (11) 95-96

Zhu Yu, Huang Lijun & Zeng Chengcheng. (2014). Is distributed leadership a driving factor for employees' proactive behavior? —Test based on multiple mediating effects model. Foreign Economy and Management, 36 (9), 38-51.

Zou Kai, & Gong Ziying. (2007). Community information service consumer satisfaction (consumer satisfactionI) analysis book. Library Forum, 13-16.

Zuo Junping. (2010). The title of dissertation. Practical research on the integration of information technology and property management courses. Northeast Normal University, Changchun.