

THE RESEARCHSCAPE ON CITIZEN SATISFACTION INDEX ON THE SCOPUS DATABASE

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INTRODUCTION

Introduction

Customer satisfaction studies are quite popular in scientific literature. Analysis provided on the Scopus database on 06/04/2025 identified 66,225 documents indicating customer satisfaction in their titles, abstracts or keywords, and 782 documents were found to identify Customer Satisfaction Index. However, depending on the analysed industry of scope, customers can be identified as shoppers, tourists, patients, etc. One of such scopes is place of residents, and in this case, customers can be called citizens or residents.

The search on the Scopus database in document titles, abstracts or keywords applying keywords “citizen*-satisfaction OR resident*-satisfaction” resulted in 3,693 documents; however, only 32 documents were found on “citizen*-satisfaction-index OR resident*-satisfaction-index”: “citizen*-satisfaction-index” – 17 documents and “resident*-satisfaction-index” – 15 documents (* - possible other or missing letters).

Considering the scarcity of scientific literature developing citizen satisfaction indices, this review deals with the scientific problem: what are the patterns of the research on citizen satisfaction indices.

The aim of research

The aim of the review is to reveal the current trends in the researchscape on citizen satisfaction indices.

The methods of the research

The study applied bibliometric analysis, based on the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA) methodology (Page et al., 2021). A set of 32 documents having keywords “citizen*-satisfaction-index OR resident*-satisfaction-index” in their titles, abstracts or keywords, found on the Scopus database on 06/04/2025 were analysed to reach the aim.

Materials and Methods

The Scopus database was chosen for the review as having relatively superior in coverage of the Social Sciences (Kumpulainen & Seppänen, 2022). As the main interest of this review was the overview of the researchscape on citizen satisfaction indices, the search keywords were set to encompass the words ‘satisfaction’ and ‘index’; moreover, as the terms ‘citizen’ and ‘resident’ were found to be used interchangeably in scientific literature, both of them were included into the search inquiry, and the asterisk (*) was added at the end of both of them to acknowledge the possibility of plurality. The final search inquiry was TITLE-ABS-KEY (citizen*-satisfaction-index OR resident*-satisfaction-index), and 32 published documents were identified.

The research questions were risen to map the domain:

RQ1: What is the annual change in number of scientific publications regarding citizen satisfaction index?

RQ2: What are the most productive countries and authors?

RQ3: What are the most prominent keywords indicated in the published articles?

RQ4: What are the most-cited articles on citizen satisfaction index?

Main findings

The longitudinal distribution of the documents was found to be fluctuating (Fig. 1): the first document was published in 1999, and since then the highest number of papers published per year was four. The composition of the domain based on type was: 27 articles, 4 conference papers, and 1 book chapter.

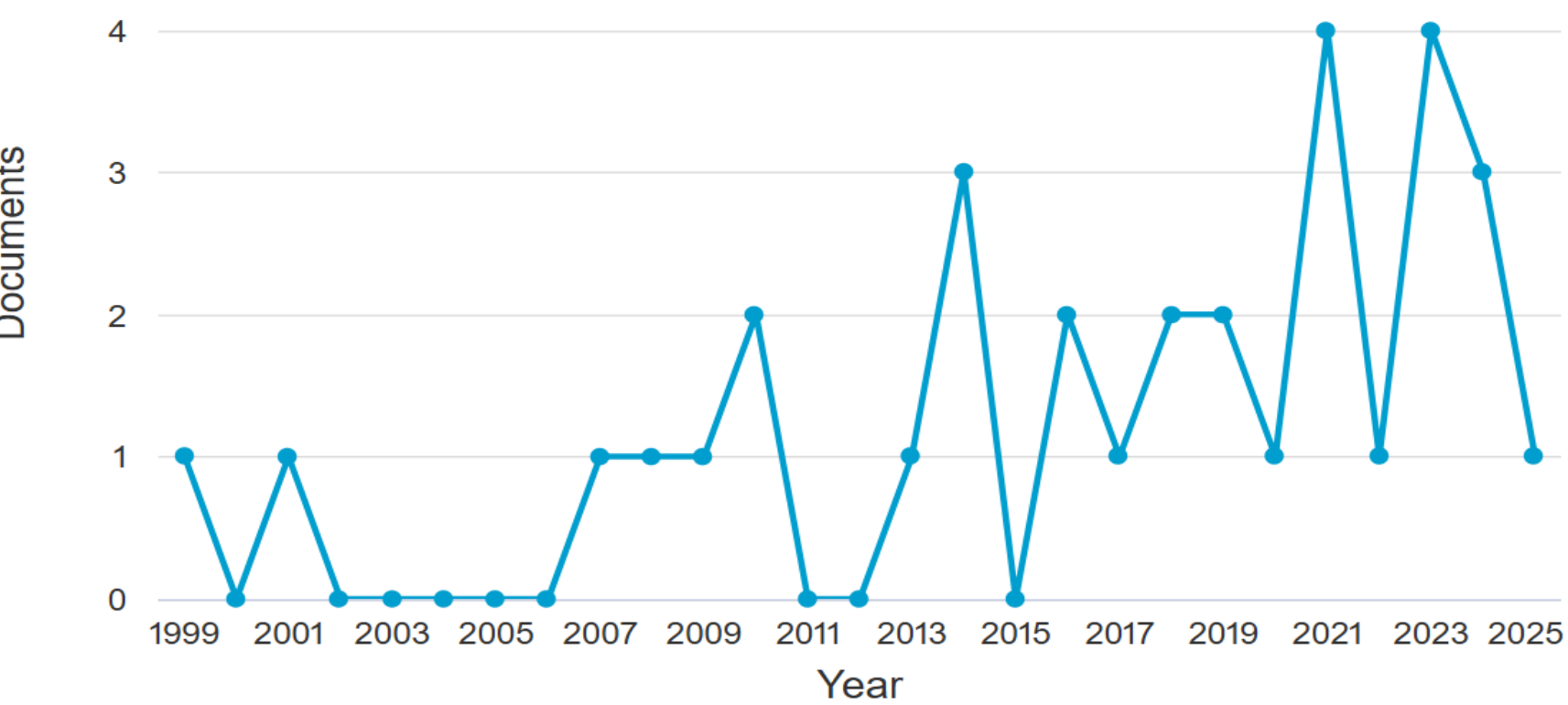


Figure 1. The annual change in number of publications on citizen satisfaction index

The set of 21 countries were identified to had been contributed to the development of citizen satisfaction index; 9 countries had published more than one paper (Tab.1).

Table 1. Contributing countries

No.	Country	No. of articles published	Total citations	Country rank based on the number of citations
1	United States	5	48	6
2	Argentina	4	22	10
3	China	4	43	7
4	Nigeria	4	56	5
5	Philippines	4	6	14
6	Germany	3	317	2
7	Iran	2	41	8
8	Netherlands	2	305	3
9	Turkey	2	12	12
10	Bangladesh	1	12	11
11	Belgium	1	113	4
12	Brazil	1	6	13
13	Canada	1	3	15
14	Czech Republic	1	1	17
15	Egypt	1	2	16
16	Hong Kong	1	3	15
17	Ireland	1	2	16
18	Malaysia	1	372	1
19	Saudi Arabia	1	3	15
20	South Africa	1	0	-
21	Spain	1	38	9

Main findings (continued)

86 authors have been found to contribute to the field; 4 of them had contributed more than one paper. The most productive author – Nigro, Héctor Oscar representing Universidad Nacional del Centro de la Provincia de Buenos Aires, Tandil, Argentina – has co-authored 4 papers.

The author citation analysis revealed that 70 have been cited al least once; 24 more than 5 times; 19 – more than 10 times.

135 keywords have been identified by the authors; however, only 10 of them have been identified more than once (Figure 2).

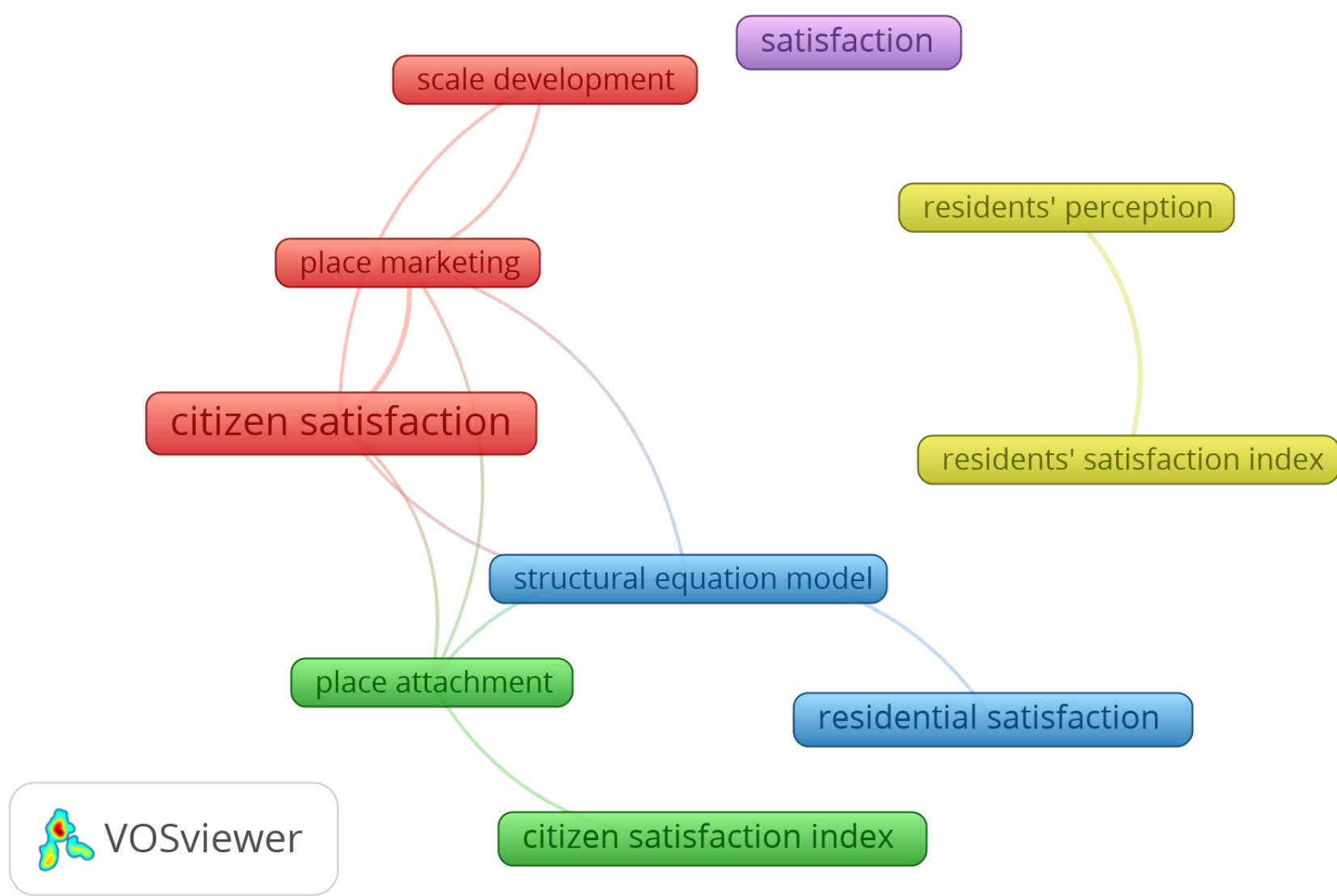


Figure 2. Relationships among keywords by authors (minimum 2 occurrences)

The analysis of citations in the field of citizen satisfaction index revealed that 26 documents were cited at least once; eight of them have been cited more than ten times, four – more than fifty times (Table 2).

Table 2. Most cited documents

Author(s)	Title of the paper	Journal	Year	TCs*
Mohit, M.A., Ibrahim, M., Rashid, Y.R.	Assessment of residential satisfaction in newly designed public low-cost housing in Habitat International Kuala Lumpur, Malaysia		2010	372
Zenker, S., Rütter, N.	Is satisfaction the key? The role of citizen satisfaction, place attachment and place brand attitude on positive citizenship behavior	Cities	2014	192
Zenker, S., Petersen, S., Aholt, A.	The Citizen Satisfaction Index (CSI): Evidence for a four basic factor model in a German sample	Cities	2013	113
Afon, A.O.	Informal sector initiative in the primary sub-system of urban solid waste management in Lagos, Nigeria	Habitat International	2007	51

* TCs – Total Citations; Data extracted from Scopus database on 6th of April 2025.

References

- Kumpulainen, M., & Seppänen, M. (2022). Combining Web of Science and Scopus datasets in citation-based literature study. *Scientometrics*, 127(10), 5613–5631. <https://doi.org/10.1007/s11192-022-04475-7>
- Page, M. J., McKenzie, J. E., Bossuyt, P. M., Boutron, I., Hoffmann, T. C., Mulrow, C. D., Shamseer, L., Tetzlaff, J. M., Akl, E. A., Brennan, S. E., Chou, R., Glanville, J., Grimshaw, J. M., Hróbjartsson, A., Lalu, M. M., Li, T., Loder, E. W., Mayo-Wilson, E., McDonald, S., ... Moher, D. (2021). The PRISMA 2020 statement: An updated guideline for reporting systematic reviews. *BMJ*, n71. <https://doi.org/10.1136/bmj.n71>