

Exploring the Impact of Free Pilgrim Services on Spiritual Experience: A Study at Tirumala Tirupati with Moderating Role of Demographics

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ARTICLE INFO	ABSTRACT
Received: 10 Oct 2024	<p>The objective is to identify the elements that affect satisfaction with the services offered, such as quality, complimentary meals, transportation, lodging, medical care, cleanliness, volunteer assistance, and religious guidance, in relation to the mystical experiences encountered by religious tourists. Additionally, the study will explore the possible moderating effect of the socioeconomic status of pilgrims on the correlation between service satisfaction and their overall experience. The timetable for the survey was disseminated to local visitors in Tirupati along with Tirumala who engaged with the darshan for Sri Venkateswara, under the auspices of Tirumala at Tirupati. The Devasthanam board formulates policies and initiatives concerning living conditions, public transportation, communication, food and beverage supply, sanitation, safety precautions, darshan, medical facilities, as well as seminars and festivals. The findings indicated that contentment with public transportation and religious guidance served as independent indicators for an experience of spirituality. Moreover, the forthcoming actions of pilgrims considerably influenced the correlation between satisfaction as well as ancillary offerings and expertise. The Devasthanam administrators have the capacity to enhance the spiritual journey by ensuring the provision of comfortable transportation and dependable religious services to direct pilgrims towards important sites.</p> <p>Keywords: Religious tourists, Free meals, service quality, satisfaction, Spiritual experience”</p>
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“Introduction”

Spirituality encompasses a broad range of beliefs and interpretations. It generally encompasses a link to a greater entity and typically entails a quest for meaning in human existence. Consequently, it is a general human condition that affects everyone. Spiritual dimensions and religious principles impact daily choices on personal and communal advancement. Conscience is described as an individual's subjective ethical system of guidance (Nee, 1968).

Spirituality holds distinct meanings for each individual. For some, it pertains to engaging in institutionalized religion: attending church, synagogue, mosque, etc. For some individuals, the connection to their spiritual essence is more intimate, achieved through solitary prayer, yoga, meditation, contemplative study, or extended walks. Spirituality commences with self-relationship and the cultivation of interpersonal connections, fostering a profound sense of meaning in life.

The current advancements in communication and transportation have enhanced accessibility to religious locations. Pilgrimages to various sites have substantial economic, social, and political advantages, as these travels have evolved from primarily religious undertakings pertaining to transforming.

Private enterprises can significantly contribute by offering transportation, lodging, and other amenities. The engagement of service providers beyond the realm of tourism sector shouldn't be disregarded for travelers. Managing the surge of numerous pilgrims is a significant logistical difficulty, wherein innovative technical improvements are consistently utilized in the execution of long-standing customs as well (Ha et al., 2021).

A significant number of buses are traveling on the superhighway from various global regions to Tirumala, enabling the transit of pilgrims to their assigned destinations.

A primary aims of the Pilgrim Experiences Program were to enhance access to sacred sites for pilgrims, deliver superior services, as well as enrich the cultural and spiritual experiences (Vision 2047, 2019). Nonetheless, these aims could be efficiently attained through studies and research that examine existing challenges while highlighting and enhancing the positive aspects of service quality. The role of possibly influential moderating factors in this area that is intriguing might yield valuable explanatory outcomes. Moderators enhance our comprehension of the interplay of various theoretical constructs; hence, they have been consistently incorporated in numerous marketing-related studies (Homburg & Giering, 2001).

Demographic characteristics represent a compelling domain of inquiry as substantial modifiers in spiritual tourism. "The objectives of this study are twofold: 1) to evaluate the effect of fulfillment with TTD amenities on the authentic pilgrimage experience; 2) to examine the moderating influence of demographic factors on the relationship between pilgrims' satisfaction via the services and their experience."

"Literature Review"

Happiness with the Tirumala Tirupati Devasthanam facilities is distinct from other religious pilgrimages, as Darshanam is obligatory for Hindus, and the influx of pilgrims has significantly risen over the last decades. Satisfaction is an individual's whole disposition regarding services. Satisfaction has a functional relationship with individual perception. Satisfaction is defined as the disparity between preference and actual experience of such services. The satisfaction of individuals mostly hinges on the diversity and quality of services provided.

Darshanam for temple satisfaction is typically regarded similarly to pilgrimage satisfaction for service sectors. In the religious and spiritual contexts, it is expected that satisfaction will enhance Hindu religious commitment, potentially manifesting in the whole experience. Services encompass the actions, performances, or endeavors undertaken by service providers to fulfill client demands and expectations while creating a positive impression (Ulfy and colleagues, 2021). Given the significance of quality of service on pilgrims' pleasure, enhancing services has emerged as a priority for the Devasthanam officials in Tirumala. The pilgrimage services examined in this study are enumerated below.

Complimentary Meal

Complimentary dinner service (Annadanam) & tourism have historically been interconnected. Complimentary meal Services have been a focus of inquiry within Hindu-friendly tourism sector (K.G. Selvam et al., 2019), as they serve as significant determinants of visitor happiness (Nield et al., 2000). Furthermore, cuisine enhances the national economy in destinations for tourists and is a fundamental component of tourism growth (Elmont, 1995). The culinary experiences of tourists at a specific destination can be both memorable and pleasurable, transcending the basic function of sustenance. Numerous researches have emphasized the significance of culinary experiences as a determinant of tourist pleasure. Hendijani (2016) demonstrated that the components and cultural significance of the dinner experience for tourists in Tirumala were substantially correlated with heightened satisfaction levels for the locations.

Kala & Barthwal (2020) evaluated the influence of different food and dining experiences on tourist satisfaction at specific religious sites in India. Furthermore, improving the culinary quality at locations can enhance the tourist experience. Son & Xu (2013) shown that holy cuisine at a Buddhist temple can successfully draw tourists, particularly from Western nations. The cuisine was mostly appealing due to its capacity to provide sensory pleasure, facilitate novelty-seeking, or serve as a mark of distinction. Content persons are inclined to engage in repeat transactions with the company and recommend it to other (Chen & Gursoy, 2001). Satisfied individuals promote organizations by word of mouth, enhancing the reputation of a spiritual establishment.

Housing

Accommodation constitutes a distinctive characteristic of the religious tourism assets at each religious site. Numerous scholarly articles on religion emphasized that religious tourists preferred overnight accommodations in proximity to sacred sites featuring places of worship (Hindus) and accessible sacred ceremonies (deepaalakara Seva, Kalyanam, etc.), which are conveniently provided in their rooms or camp (Collins-Kreiner, the year 2020; Weidenfeld, 2006). Furthermore, tourist pleasure is associated with the implementation of enhanced service quality standards. This pertains to the fundamental tourism offerings, encompassing package tours and lodging, which constitute the basic elements of the spiritual tourism infrastructure (The authors of Hung, 2015; Linderman, 2013, p. Krešić et al. (2013) demonstrated through the case of Medina, in Bosnia and Herzegovina, that pilgrims' experiences were highly influenced by their happiness with lodging, souvenir stores, and eateries at one of the foremost shrines to Lord Balaji globally. Consequently, the writers advocated for enhancing the destination's infrastructure to elevate tourist contentment. A royal fortress in India is the quintessential resting place for pilgrims, as demonstrated by Linderman et al. (2013).

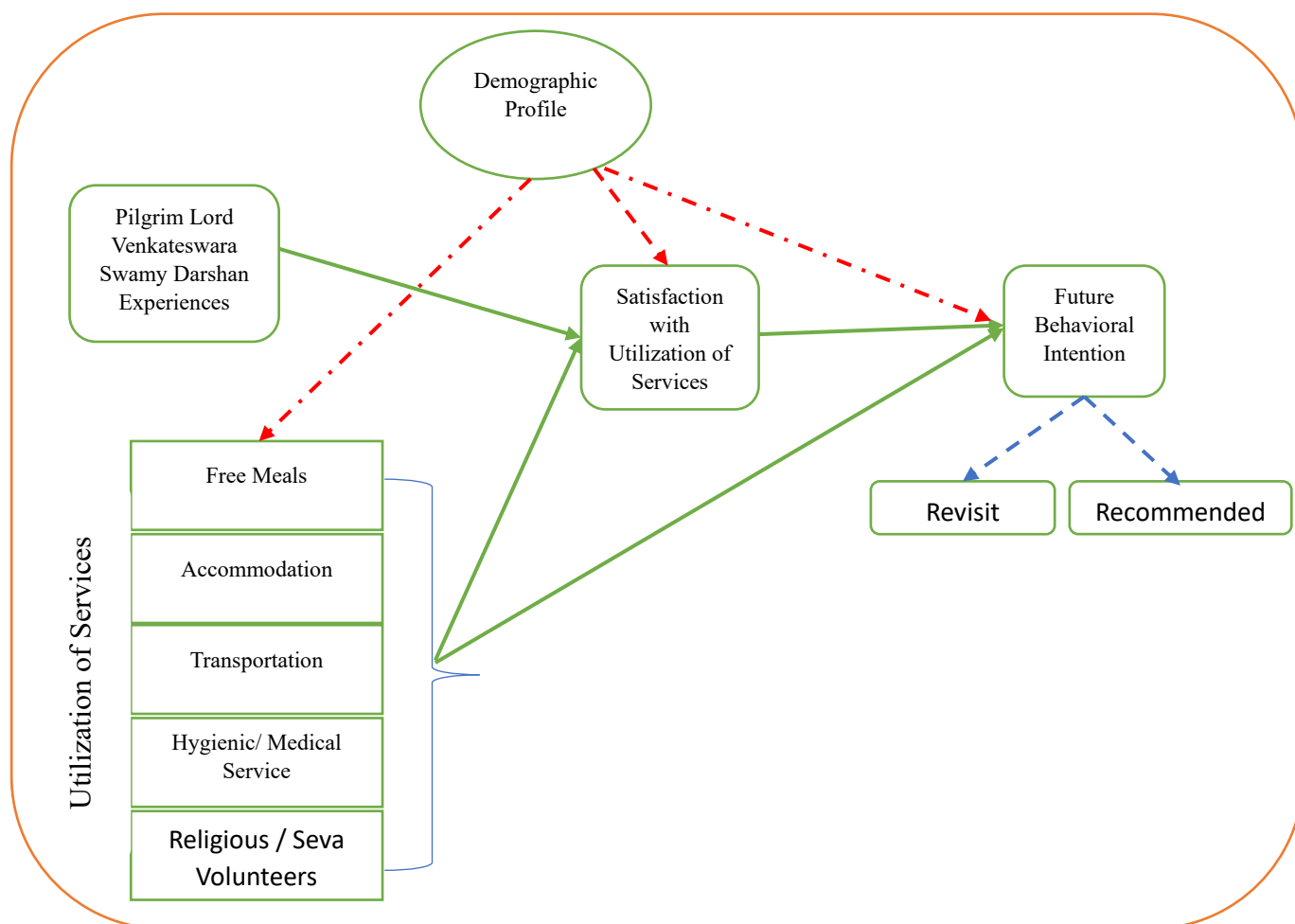
Conveyance

The advancement of road infrastructure and motorized transportation has amplified the scale concerning religious pilgrimage and the surge of religious visitors to diverse locations within this area (Chiffolleau, 2016; Hassan, and others, 2022). Chaudhary (2000) identified that service quality for tourists is significantly influenced by hotels, transportation and lodging, security, cultural values, luggage handling, hygiene, cuisine, and the conduct of locals. Free local transport services are a crucial element of the regional infrastructure, and the significance of efficient transportation is particularly pronounced in densely populated holy sites. The discrepancy between religious travelers' expectations and experiences was studied by Malodia and Singla (2017). Hygienic and Medical Services The TTD Authorities are committed to providing exceptional logistical services that ensure the well-being and safety of pilgrims. This is a crucial element in medical logistics services. Hygienic and sanitary practices significantly impact the pleasure of religious pilgrims, as demonstrated by previous research at The Naina Devi temple (Kumar or Singh, 2015) located at Sabarimala in (Joseph et al., 2020), along with the Thakurani Jatra (Painuly as well as Goutami, 2019) in India. Recently, the government and TTD suppliers have designated various facilities, logistics, and human resources, that are accessible either permanently or temporarily in the sacred sites of Tirumala and Tirupati. Alongside health facilities and personnel, several health initiatives are implemented, encompassing curative, preventative, and promotive healthcare approaches. International & national pilgrims must be immunized against COVID-19 along with additional endemic diseases, like yellow fever (Badahdah and colleagues, 2019; Hoang et al., 2020). The Devasthanam health authorities advocate for the maintenance of proper personal hygiene practices, including handwashing, utilizing clean towels as well as napkins, as well as wearing face masks, alongside upholding high standards of household and communal cleanliness and preventing overcrowding to reduce the likelihood of disease transmission. (Ministry of Andhra Pradesh, 2020). Spiritual Counsel / Service Volunteers "A singular queue, a complimentary ticket, a unified darshan for everyone". Many pilgrims suggest a "single queue line for expedited darshan" to attain equality before the divine. All devotees must possess equal rights in temples, regardless of caste, income, rank, power, or social standing. Certain pilgrims are receiving expedited and preferential darshan according to their social status. The duration of darshan could be significantly decreased by eradicating modern manualism in temples. The overt inequality observed during darshan for devotees should be abolished by the enactment of a new legislation titled "All are Equal Towards God" in Parliament. This may necessitate a substantial understanding of Hindu Dharma. Seva workers typically offer guidance to pilgrims regarding activities to undertake at the temple's vicinity. Traditionally, the Seva participants get instructions orally. Moreover, tour companies must designate a Hindu scholar to provide advice prior to and throughout the temple visit, assisting pilgrims in appropriately performing each Lord Venkateswara seva. Recently, multiple electronic forms & mobile applications became widely accessible to aid pilgrims. Consequently, any breach of guidance services is anticipated to impact pilgrims'

pleasure and experience. The moderating influence of demographic attributes. Personal traits may influence the perception of free service utilization and its correlation with pilgrimage fulfillment and future intentions to revisit. In the aviation and tourism sectors, gender, income, as well as state of residence significantly moderated the relationship between perceived service utilization as well as memorable pilgrimage tour experiences, as well as pilgrimage satisfaction (Pitchayadejanant as well as Nakpathom, 2016; Shabnam and colleagues, 2022).

Prospective Behavioral Intention

Future behavioral intention refers to individuals' propensity to return to a given location based on their remembered prior experiences and the influence of recommendations from others through word of lips (Andreassen & Lindestad, 1998). The information on the revisitation of individuals is extremely reliable (Chi and Qu, 2008), as it mitigates negative features and risk levels associated with certain locations, while also evaluating the extent of individuals' intentions for future behavior (Lee & Han, 2016). Future behavioral intention refers to the subjective likelihood of persons engaging in a specific pattern of intent in forthcoming periods, encompassing a willingness to recommend services to others and a propensity for repeat purchases. The quality of service strongly influences individuals' future behavioral intentions (Moon et al., 2013). The future behavioral intentions of individuals are determined by their emotional responses and subjective perceptions. The quality of service and individual satisfaction are the primary determinants of future behavioral intentions (Lee et al., 2008). The future behavioral intentions of individuals towards specific locations are indicative of their likelihood to revisit.



Methodology of Research

Research methodologies and the participant cohort part of the study population comprised domestic pilgrims who visited spiritual sites due to stringent health restrictions imposed during the COVID-19 outbreak within 2021. Currently, the situation has normalized, with no restrictions in place, permitting domestic pilgrims to engage in Darshan and Seva at the Temple.

These packages are designed to offer support for advocacy (religious advice / Seva Volunteers) and essential services (free meals, medical services, hygiene, accommodation, and transportation) at no cost, facilitated by TTD Authorities through committed personnel and high-quality resources. A digital questionnaire was created using Google Forms for the purpose, and a pertinent link was disseminated to pilgrims through authorized agencies. Data was gathered from 09 August to 17 October 2023.

Research apparatus.

The survey was constructed using specific goods from TTD officials given to pilgrims. The questionnaire comprised three primary domains & 40 items. The preliminary segment examined demographics prior service utilization (7 variables), including participants' gender, age, ethnic origin, educational level, and Darshan experience. Participants rated services in the second domain. Five subdomains were defined: contentment with free meals (7 things), free transportation (4 items), reasonably priced lodging (4 items), health care (7 items), and religious/Seva volunteer (7 things). The results were based on a five-point scale, with 1 being Extremely Dissatisfied and 5 Extremely Satisfied. The third domain listed three pilgrim spiritual experiences. The responses were rated from 1 to 5, where 1 indicating strong disagreement and 5 strong agreement.

Statistical Tools.

Survey analysis was done with SPSS and AMOS 25.0. Category data were given as frequency & percentage, while numbers were presented as mean and SD. A confirmatory factor evaluation assessed the discriminant and convergent validity of several domains and subdomains using research items. To evaluate bivariate domain correlations, a correlation matrices was created and correlation coefficients were calculated. Later, a model of structural equations (SEM) was constructed and Fit was assessed using Tucker-Lewis indicator (TLI), the index of comparative fit (CFI), RMSEA, or SRMR.

A multivariate simple regression analysis examined Pilgrims' service satisfaction. The beta coefficient and 95% confidence intervals showed the regression evaluation results. Moderation analysis was performed by integrating moderator-independent variable interaction terms into the regression model. A p-value < 0.05 is significant.

Results and Discussion

Table. 1: Demographic Characteristics of the Respondents
(N = 184)

S.No	Variable	Freq.	Per cent	S.No	Variable	Freq.	Per cent
1	“Gender”			5	Occupation		
a	Men	109	59.2	A	Professional	26	14.1
b	Female	75	40.8	B	Private employment	31	16.8
2.	Age (in Yrs)			C	Business/Industrialist	75	40.8
a	20-30	25	13.6	D	Govt. Servant	17	9.2
b	31-40	77	41.8	E	Agriculturist	21	11.4
c	41-50	46	25.0	F	Others	14	7.6
d	51 & above	36	19.6	6.	“Tourist household income(in Rs)”		

3.	State		
a	With in State	102	55.4
b	Out of State	56	30.4
c	Out of India	26	14.1
4	Education		
a	Up to SSC	34	18.5
b	Intermediate	28	15.2
c	Graduate	58	31.5
d	PG & Above	20	10.9
e	Technical / Professional	44	23.9

A	Below 40000	23	12.5
B	40001-60000	54	29.3
C	60001-80000	30	16.3
D	80001-1,00,000	38	20.7
E	1,00000 - 120,000	83	23
F	Above 1.20 lakhs	16	8.7

Source : Primary data.

Table 1 displays the demographic details of the participants. There was a significant disparity in the gender makeup of the Pilgrim groups that responded, with 40.8% of the respondents being female and 59.2% being male. The predominant age group of those surveyed was 31-40 years (41.8 percent), after by 41-50 years (25 percent), 51 years and over (19.6 percent), and 20-30 years (13.6 percent). The majority of respondents (55.4 percent) indicated they originated from locations in Andhra Pradesh, while 30.4 percent claimed coming from other Indian states, and 14.1 percent from outside. Regarding educational attainment, 31.5 percent of respondents are graduates, 23.9 percent are professionals, and 15.2 percent have completed education beyond the 10 plus two level. 10.9% possess post-graduate qualifications, while 18.5% have completed secondary education.

The findings indicate that the sampled respondents possess a comparatively elevated level of educational achievement. Regarding occupation, 40.8 percent of respondents are businesspeople or industrialists, while 16.8 percent are employed in the private sector. 14.1 percent of respondents are professionals, encompassing software engineers, physicians, attorneys, and similar occupations. 9.2 percent are government employees, 7.6 percent are contractors, realtors, and similar professions, and 11.4 percent are agriculturists, including farmers and landlords.

Pilgrim Satisfaction with TTD Services Utilizations

Pearson Product Moment association Analysis: To ascertain the inter-criteria association, Pearson product-moment correlation evaluation was performed using data derived from the Pilgrims' Satisfaction with TTD Services. The analysis results are shown in Table No. 2.

Table No. 2 Inter relationship between Utilization of services, satisfaction, and Future intension of behavioural aspects of Correlations as Discriminant Validity

Correlations								
		Free Meals	Free Accommodation	Free Transportation	Medical / Hygienic Services	Seva Volunteers /Religious Guidance's	Satisfaction of Pilgrims utilization of services	Future of behavioural Aspects
Free Meals	Pearson Correlation	1						
	Sig. (2-tailed)							
	N	184						
Free Accommodation	Pearson Correlation	.306*	1					
	Sig. (2-tailed)	.000						
	N	184	184					
Free Transportation	Pearson Correlation	.084	.071	1				
	Sig. (2-tailed)	.257	.340					
	N	184	184	184				
Medical /Hygienic Services	Pearson Correlation	.203*	.339**	.018	1			
	Sig. (2-tailed)	.006	.000	.809				
	N	184	184	184	184			
Seva Volunteers /Religious Guidance's	Pearson Correlation	.109	.418**	.000	.337**	1		
	Sig. (2-tailed)	.143	.000	.996	.000			
	N	184	184	184	184	184		
Satisfaction of Pilgrims utilization of services	Pearson Correlation	.218*	.376*	.035	.275*	.480**	1	
	Sig. (2-tailed)	.003	.000	.642	.000	.000		
	N	184	184	184	184	184	184	
Future of behaviour all Aspects	Pearson Correlation	.018	.303**	.272*	.344*	.367**	.374**	1
	Sig. (2-tailed)	.805	.000	.000	.000	.000	.000	
	N	184	184	184	184	184	184	184

** . Correlation is significant at the 0.01 level (2-tailed).

The analysis of Table 5.7 indicates that the criteria Free Meals is substantially linked with Free Accommodation (0.306) Hygienic Service (0.203), Satisfaction of Pilgrim (0.218) remaining services not statistically Significant. Likewise, the criterion of Free Accommodation also high correlation with Hygienic services (0.339), Seva volunteers support (0.418), overall satisfaction with accommodation (0.376) and finally future visits of behavioural aspects (0.303).

Table No. 3 Identification of key Utilization of service towards Satisfaction of Pilgrims

Pilgrim Utilization of services	Mean	SD
Free meal	10.63	2.22
Varieties Of Food	3.62	1.00
Taste and sufficient food supplied	3.45	1.02
Freshness of food	3.56	1.06
Free Accommodation	9.62	2.13
Comfortable room facilities	3.22	1.07
Availability of rooms are sufficient	3.01	1.05
Access to room with other areas	3.40	1.01
Free Medical /Hygienic Services	10.09	2.35
Maintain healthy facilities/hygienic	3.40	0.98
better public amenities	3.27	1.02
Availability of health centres / Rest rooms	3.42	1.04
Seva Volunteers /Religious Guidance's	10.10	2.61
Volunteers' intensity towards helping of pilgrims	3.53	0.95
Religious Beliefs	3.37	1.02
Creates culture and traditions	3.21	1.03
Free Transport	11.08	2.19
Authorities' sufficient buses	3.59	0.98
Access to all temple areas	3.78	0.88
Stopping points	3.72	1.07

The utilization of services of pilgrims towards attributes of pilgrimage places is depicted in Table 3 the pilgrims agreed with pilgrimage places are Highly satisfied with Transport facilities, and moderately satisfied with Seva Volunteers /Religious Guidance, Free meals and Free Medical /Hygienic Services. Finally, the least satisfied pilgrims are Free Accommodation.

Free Service Quality on Future Behavioural Intention of Pilgrims For TTD

Since multiple regression offered the most correct interpretation for the independent variables, it was used. The five variables that were independent were denoted by the standardized factor evaluations (beta coefficients). The key components retained in the model of regression were presented in order of significance according to the beta coefficients. The variable that was dependent, Future behavioral intention, was assessed using a scale with a maximum of five points and served as a proxy indicator of pilgrims' appraisal of the service offered by TTD.

Table No. 4. Utilization of free services on future behavioural intention of pilgrims in TTD

Utilization of free services	Regression Coefficients	B	t-value	Sig.
Intercept	0.925		2.677*	0.008
Free Meals (X ₁)	0.004	0.005	0.075	0.940
Free Accommodation (X ₂)	0.107	0.136	2.060*	0.041
Free Transport (X ₃)	0.222	0.255	3.990**	<0.001
Free Medical / Hygienic Services(X ₄)	0.193	0.223	3.218**	0.002
Free Seva Volunteers / Religious Guidance's (X ₅)	0.236	0.265	3.862**	<0.001
R	0.528			
R ²	0.279			

Adj. R ²	0.258			
F-value	13.752**			<0.001

***significant at 1% level; *significant at 5 % level;”

The correlation coefficient (R) of the independent variables (five elements, X1 to X5) with the variable that is dependent (future behavioral intention elements, or Ys) is 0.528, indicating that the pilgrims exhibit a strong and positive intention to revisit and suggest to others across the five dimensions. The R² value is 0.279, indicating that over 28% of the variability in future behavioral intention is accounted for by the five components. The F ratio, indicating the likelihood that the regression model's outcomes occurred by chance, was 13.752 (p=<0.001) and deemed significant.

In the regression evaluation, the beta coefficients can elucidate the relative significance of the five categories (independent variables) in influencing the variation in future behavioral intention (dependent variable). The findings indicated that a one-unit enhancement in satisfaction regarding the Heritage Attraction component will result in a 0.265 unit rise in Pilgrim's intention to revisit the Lord Venkateswara Swami Darshan, assuming other variables remain constant.

Structural Relationship between Utilization of free services, satisfaction and Future behavioural intention to revisit Pilgrim for TTD

A structure equation model (SEM) is constructed to examine the structural relationship among service quality, satisfaction, and future behavioral intentions of pilgrims at Tirumala Tirupati Devasthanam, with the results presented in Table 5.

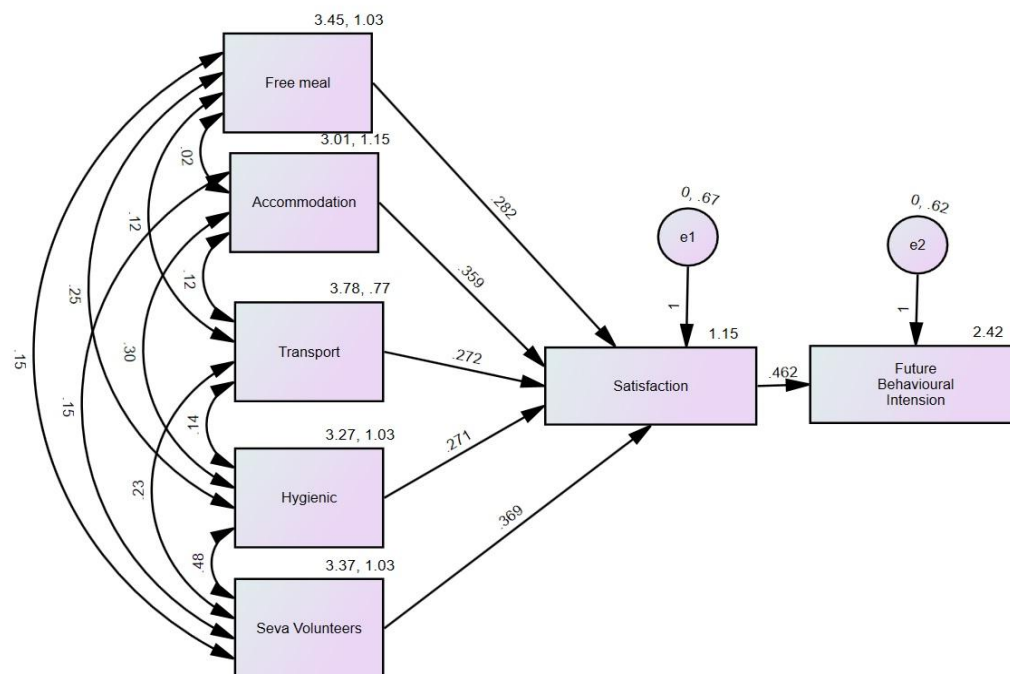
“TABLE 5 - Standardized Structural Path Coefficients”

			Estimate	S.E.	C.R.	P	Label
SAT	<---	Free meals	.127	.282	4.055	***	
SAT	<---	Free Accommodation	.249	.359	4.824	***	
SAT	<---	Free Transport	.170	.272	4.967	***	
SAT	<---	Free Medical/Hyg.Serv.	.155	.271	4.780	***	
SAT	<---	Free Seva Volunteers	.339	.369	4.893	***	
FUTURE B.I	<---	SAT	.376	.462	5.460	***	

The standardized coefficient over satisfaction (SAT) with respect to free meals is 0.282, for no-cost lodging is 0.359, for free transport is 0.272, for free medical/hygienic services is 0.271, and for free seva volunteers is 0.369; all of these values have statistically significant. The provision of complimentary meals, accommodation, transportation, medical services, and volunteer assistance is directly enhancing pilgrims' happiness with the consumption of no-cost amenities in TTD.

In the instance of satisfaction (SAT), the standardized coefficients for future behavioral intention to revisit or suggestions is 0.462, indicating a moderate level of significance between the two variables. The satisfaction of pilgrims with services has a direct and beneficial influence on their future behavioral intentions toward TTD. The road diagram illustrating the future behavioral intentions of pilgrim for TTD is presented in Figure 1.

Fig. 1 The model fit parameters are presented in below



Chi-square	p-value	RFI	CFI	RMSEA
30.124**	<0.001	0.867	0.854	0.001

The reported chi-square is 30.124 and sig = 0.001 which is less than 0.001 (at 99% level of confidence) and it exhibits that the model has a good fit. RFI is 0.867 and CFI is 0.854 and these values reveal that model has a perfect fit. RMR is 0.06 and RMSEA is 0.001 that measure illustrates the model an excellent fit.

Conclusion

The significant difference prevails between the Free Transport of TTD and the profile of pilgrims. Significant difference is prevailing between the Free medical/hygienic service of TTD and of pilgrims. The significant difference is prevailing between Free Seva volunteers of TTD and the profile of pilgrims. A partial significant difference prevails between the Free accommodation of TTD and the profile of pilgrims. No significant difference prevails between the Free meals of TTD and profile of pilgrims. A significant difference prevails between the service quality of Tirumala Tirupati Devasthanam and the profile of pilgrims. A significant association is prevailing between satisfaction towards Free Seva volunteers TTD and profile of pilgrims except for Free meals. Free meal, Free Accommodation, **Free Transport, Free medical/Hygienic and Free seva volunteers are positively and partially** related with the satisfaction of pilgrims towards the services of TTD.

A significant association is prevailing between future behavioural intention for TTD and the profile of pilgrims. Free meals, Free Accommodation, Free Transport and reliability have significant

and positive influences on the future behavioural intention of pilgrims for Tirumala Tirupati Devasthanam.

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Author Contributions

Both authors contributed equally

Conflicts of Interest

The content of the article is reliable, and the authors are accountable for it. They collaborate without any conflicts of interest

Ethics Approval

There is no need for ethical approval for this work

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