

Appendix 1. The Results Of Post Hoc Analysis Comparing Marital Status Subgroups for Gap Assurance and Total Score of SERVQUAL Questionnaire

Marital status (I)	Marital status (J)	Mean Difference (I-J)	P-Value	95% Confidence Interval	
				Lower Bound	Upper Bound
Divorced	Single	2.409	.093	-0.40	5.22
	Married	.772	.582	-1.99	3.53
Married	Single	1.637*	.003	0.58	2.69

Appendix 2. The Results Of Post Hoc Analysis Comparing Marital Status Subgroups for Assurance and Total Score of Expectation Dimensions of SERVQUAL Questionnaire

Dependent Variable	Marital Status (I)	Marital Status (J)	Mean Difference (I-J)	P-Value	95% Confidence Interval	
					Lower Bound	Upper Bound
Assurance	Divorced	Single	2.258*	.028	0.25	4.26
		Married	1.253	.211	-0.72	3.22
	Single	1.005*	.009	0.25	1.76	
Total score	Divorced	Single	3.224	.105	-0.68	7.13
		Married	1.431	.463	-2.41	5.27
	Married	Single	1.793*	.017	0.32	3.26