

Article

The Impact of Service Quality on Customer Loyalty through Customer Satisfaction in Mobile Social Media

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Abstract: In today's emerging and competitive mobile social media market, companies continuously endeavor to improve service quality and customer satisfaction in order to gain a competitive advantage and ensure long-term sustainability. The objective of this study is to identify the relationship between service quality, customer satisfaction, and customer loyalty in mobile social media. Moreover, this study examines the role of customer satisfaction as a mediator. The proposed research model consists of four dimensions of mobile service quality (usefulness, convenience, design, and security/privacy) as well as customer satisfaction and customer loyalty. The survey used the self-administrated method. A total of 256 responses were used in the data analysis. We estimated the hypothesized relationships of the research model using a structural equation modeling technique. The results are as follows: first, usefulness, convenience, design, and security/privacy significantly and positively affect customer satisfaction. Second, customer satisfaction has a significant and positive impact on customer loyalty. Third, customer satisfaction mediates the relationship between service quality and customer loyalty; in particular, convenience, design, and security/privacy are completely mediated while usefulness is partially mediated. These results can serve as a valuable reference for mobile social media providers to manage services and improve service quality and customer satisfaction.

Keywords: mobile social media; service quality; customer satisfaction; customer loyalty; mediation



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1. Introduction

The smartphone market has experienced steady growth in recent years, becoming increasingly prevalent as people rely on smartphones for various tasks, including communication, gaming, navigation, and social networking. ResearchAndMarkets.com [1] reported that the smartphone market reached a volume of 1277.70 million units in 2022. The report also projects a Compound Annual Growth Rate (CAGR) of 3.5% for the market, with an estimated volume of approximately 1570.62 million units by 2028.

People use smartphones to connect with people both locally and globally through their social networks. Social networks are online platforms that allow people to connect and share information with others [2,3]. Social networks offer numerous advantages, such as the ability to connect with people worldwide, to share information quickly and easily, and to discover new opportunities for personal and professional growth [4]. However, there are also some disadvantages to using social networks. One of the primary concerns is privacy. Social networks have the potential to collect users' personal information, which can then be used for targeted advertising or other purposes [4].

With the popularization of smartphone use, the social network or social media market is rapidly expanding, and the number of companies providing relevant services is increasing. As the market has recently become consumer-centered, users have been demanding improvements in service quality (SQ), service variety, and customization with consideration of their preferences. They also want to enhance their security and privacy in

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Research Proposal On Service Quality Customer Satisfaction:

The Top Books of the Year Research Proposal On Service Quality Customer Satisfaction The year 2023 has witnessed a remarkable surge in literary brilliance, with numerous engrossing novels captivating the hearts of readers worldwide. Let's delve into the realm of popular books, exploring the fascinating narratives that have charmed audiences this year.

The Must-Read : Colleen Hoover's "It Ends with Us" This heartfelt tale of love, loss, and resilience has gripped readers with its raw and emotional exploration of domestic abuse. Hoover expertly weaves a story of hope and healing, reminding us that even in the darkest of times, the human spirit can prevail.

Research Proposal On Service Quality Customer Satisfaction : Taylor Jenkins Reid's "The Seven Husbands of Evelyn Hugo" This captivating historical fiction novel unravels the life of Evelyn Hugo, a Hollywood icon who defies expectations and societal norms to pursue her dreams. Reid's compelling storytelling and compelling characters transport readers to a bygone era, immersing them in a world of glamour, ambition, and self-discovery.

Research Proposal On Service Quality Customer Satisfaction : Delia Owens' "Where the Crawdads Sing" This captivating coming-of-age story follows Kya Clark, a young woman who grows up alone in the marshes of North Carolina. Owens spins a tale of resilience, survival, and the transformative power of nature, captivating readers with its evocative prose and mesmerizing setting.

These popular novels represent just a fraction of the literary treasures that have emerged in 2023. Whether you seek tales of romance, adventure, or personal growth, the world of literature offers an abundance of compelling stories waiting to be discovered.

The novel begins with Richard Papen, a bright but troubled young man, arriving at Hampden College. Richard is immediately drawn to the group of students who call themselves the Classics Club. The club is led by Henry Winter, a brilliant and charismatic young man. Henry is obsessed with Greek mythology and philosophy, and he quickly draws Richard into his world. The other members of the Classics Club are equally as fascinating. Bunny Corcoran is a wealthy and spoiled young man who is always looking for a good time. Charles Tavis is a quiet and reserved young man who is deeply in love with Henry. Camilla Macaulay is a beautiful and intelligent young woman who is drawn to the power and danger of the Classics Club. The students are all deeply in love with Morrow, and they are willing to do anything to please him. Morrow is a complex and mysterious figure, and he seems to be manipulating the students for his own purposes. As the students become more involved with Morrow, they begin to commit increasingly dangerous acts.

The Secret History is a brilliant and gripping novel that will keep you speculating until the very end. The novel is a cautionary tale about the dangers of obsession and the power of evil.

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